

9-1-1 Service Board Meeting

Tuesday, May 30th

9:00 – 11:00am

Virtual Meeting

Join Via Computer:

<https://us06web.zoom.us/j/87554289195>

Join Via Telephone: +1 312 626 6799

Meeting ID: 875 5428 9195

AGENDA

- I. **Action Item:** Roll Call
- II. **Action Item:** Review/Approve Agenda
- III. **Action Item:** Review/Approve March & April Minutes
- IV. **ARPA NG911/GIS Funding Projects**
 - a. **Update/Discussion Item:** State GIS Project/Funding
State Budget Item: Additional \$1 million for GIS
 - b. **Update/Discussion Item:** State NG911 Project/Funding
State Budget Item: Additional \$10 million for NG911 grants
- V. **Update Item:** State Legislative Updates – Passage of SBs 24 & 186, & HB 402
 - a. Reclassification of telecommunicators as first responders
 - b. EMD Rulemaking Authority
 - i. **Action Item:** Formation of EMD Workgroup
 - c. Amendments for Jefferson County, Platte County, & MARC
 - d. Related budget items – Polk, Highway Patrol, St. Charles County, School Safety
- VI. **Action Item:** Review/approve Federal Advocacy Proposal
- VII. **Action Item:** Endorsement of the Providing Resources and Occupational Training for Emotional Crisis and Trauma (PROTECT) 911 Act
- VIII. **Action Item:** Consider/approve ongoing social media campaign efforts.
- IX. **Update Item:** Review of PSAP Survey
- X. **Update Items:** Board Initiatives
 - a. NG911 Implementation Update (Scott Cason & Brian)

- b. Learning management system report (Brian)
- c. Statewide AED (Brian)
- d. Grant/Loans (Kaycee)

- i. **Action Item:** Chairman Appointment of additional Grant Committee Review members for ARPA funding cycle

- e. **Discussion and possible action item:** State fair/public education

XI. **Discussion Item:** Committee Updates

- a. Finance Committee (Jason)

- b. Training Committee (Brian)

- c. TERT Committee (Brian)

- i. Chairman Appointment of additional members

- d. PSAP Assistance Advisory Committee (Lisa)

XII. **New Business**

XIII. **Public Comment**

XIV. **Action Item:** Adjourn

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

Next Meeting:



May 17, 2022

Honorable Governor Mike Parson,

The Missouri 911 Service Board, Missouri Chapters of APCO & NENA, and the Missouri 911 Directors Association would like to thank you for your continued support of the 911 community and the citizens it serves. We are writing in support of several provisions that have passed on SB 24, SB 186 and HB 402, as well as support for the reauthorization of \$18M for Next Generation 911 (\$10M) and GIS (\$8M), and **\$11 million in additional one-time funding for Next Generation 911**. This additional funding and changes in statute will benefit all Missourians and first responders by providing the quality 911 infrastructure and services that they deserve.

The total of \$21 million in ARPA funding appropriated for NG911, will support grants directly to Missouri's counties. The 911 Service Board is currently working with counties that have been identified as having the highest need (counties with no 911 service having the highest priority). The Board's approach is to support the consolidation of existing systems, leveraging investments by the Board's grant program. These projects will allow for significant improvements to the state's 911 services. By interconnecting Missouri's Public Safety Answering Points through an Internet Protocol (IP)-based 911 system, some of the potentials for NG911 include the following:

- **Addressing urgent staff shortages and shortening response time** by allowing calls to be seamlessly transferred to another call center;
- Aligning Missouri with a majority of other states that are moving to NG911 and looking to interconnect nationwide;
- Allowing 911 centers the ability to transfer calls to and between **Highway Patrol and 988 centers** that also receive state funding for NG911;
- **Benefitting all Missourians** by providing caller location to call takers, and allowing citizens to interact with 911 using text messages, photos, etc.

Additionally, Missouri's 911 community is supportive of several statutory changes found in the *Missouri First Responder Mental Health Initiative Act* as well as SB 186, and HB 402. These changes provisions are outlined below:

· **Reclassification of telecommunicators as first responders** (also in SB 186)
67.145, 70.631, 170.310, 190.091, 650.320, 650.330, and 650.340

By reclassifying telecommunicators as first responder, Missouri is following a national trend of twenty other states that recognize telecommunicators as the *first* first responder. 911 telecommunicators are the vital link between our citizens, law enforcement, firefighters and medical professionals, providing life saving instruction in high pressure situations to people contacting 911. Provisions of SB 24 allow telecommunicators to be eligible for benefits, related to PTSD, as established in the bill. Otherwise, these provisions do not force salary or benefit changes, nor other employment policies.

· **EMD Rulemaking Authority** (also in SB 186 & HB 402)
190.100, 190.134, 650.320, and 650.340, RSMo

The scope and responsibilities of the MO 911 Service Board have been expanded in recent years, which includes provisions in this bill. This bill moves the Emergency Medical Dispatch Authority regulation from the Department of Health and Senior Services Bureau of Emergency Medical Services to the Missouri 911 Service Board. This update will allow the Board to set EMD standards and approve training, allowing more EMD courses and resources to be made available to PSAPs across the state, and allow more citizens to receive life saving pre-medical arrival instruction.

· **Jefferson County** (also in SB 186)
190.327

Currently, an emergency services board operating in Jefferson County shall not have a sales tax for emergency services or for providing central dispatching for emergency services greater than one-quarter of one percent. This is the only county to which this section of statute currently applies. This repeals this provision.

· **Platte County** (also in SB 186)
190.460

Allows Platte County to opt into the collection of a prepaid wireless surcharge for the purposes of funding 911. Currently they are the only county in the state not collecting this surcharge.

· **Regional Planning Commissions (MARC)**
650.335

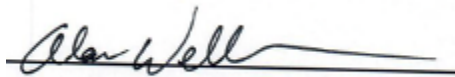
This provision allows regional planning commissions, as established in statute, to be eligible applicants to the Board's grant program. As the Governing entity for these county 911 systems, the statute clarification will ensure that counties in the MARC region have the opportunity to benefit from the \$21 million available in state funding.

The Missouri 911 Service Board gratefully implemented HB 1456, that you signed into law in 2018. The funding, generated through the state grant pool established in this legislation, has allowed the Missouri 911 Service Board to move sections of our state closer to NG911 by supporting projects that establish IP-based connections, promoting consolidation and equipment-sharing, and establishing 911 networks across counties and regions. As a sub-awardee of Federal NG911 funds, the Board also directed projects which generated a GIS Gap Analysis Report and an NG911 feasibility study. All of these efforts have brought Missouri closer to the successful implementation of NG911.

In recent years, your state 911 Board has worked closely with state departments, stakeholder industries, local governing bodies, and fellow members of the first responder community to develop partnerships around the NG911 effort. These partnerships will help to maximize the GIS and NG911 efforts as we move the whole state forward.

One of the obligations of the Missouri 911 Service Board to the Governor and General Assembly regarding 911 services is to make recommendations that would improve legislation as it relates to 911 (RSMo 650.330). We are confident that this funding would make significant advancements in 911 in the state of Missouri. We ask for your support of legislation and budget, and look forward to collaborating with your office and your agencies as we move 911 forward.

Sincerely,



Alan Wells, 911 Service Board Chairman



Brian Maydwell, 911 Service Board Executive Director

Jeff Holman, MO 911 Directors Association President

Zachary Dykes, Missouri APCO President

Jamie Taylor, NENA- MO President

THE PENMAN GROUP

Government Solutions

May 8, 2022

To: MO 911 Service Board Members

From: Kaycee Nail, The Penman Group

Re: Proposal for Federal Government Affairs and Advocacy Services

Members of the Missouri 911 Service Board:

The Penman Group is pleased to submit a proposal to the Missouri 911 Service Board for Federal Government Affairs and Advocacy Services. Members of the Penman Group have served the Missouri 911 community with advocacy, lobbying, consulting, and management services for nearly a decade. Our successes on behalf of Missouri 911 range from passing legislation with a roadmap for modernizations and improvements and funding mechanism for a state system, to securing nearly \$30 million in ARPA funding for NG911 and GIS for Missouri.

It would be our privilege to represent the Board as it leverages its position, to advocate for a policy and budgetary framework, and further the implementation and deployment of Next Generation 911 in Missouri. Particularly, we would look forward to advocating for nearly \$10 billion in federal funding to support a state grant program for NG911 via a bill currently presented in Congress. In doing so, we would look forward to building regional support between and among Missouri and our surrounding states.

With nearly thirty years of success in government affairs, members of the Penman Group are trusted to represent a variety of industries and organizations in the Missouri Capitol. In recent years, our team has built upon these successes to expand its efforts and its portfolio to include advocacy in the Nation's Capital. We would look forward to bringing the expertise and experience of Missouri's 911 community to Washington DC.

Members of the Penman Group carefully choose partners and issues that we can represent with confidence. It would be our privilege to build upon a strong existing relationship with the Board to expand our representation of the Board and the 911 communities you serve. I would be pleased to further discuss this proposal with you. I can be reached by phone at 314-630-5709 or by email at kaycee@penman.group.

Sincerely,



Kaycee Nail
Director of Client & Legislative Affairs, Penman Group
Director, Penman Group DC

PENMAN GROUP DC (PGDC) - PROPOSAL FOR MO 911 SERVICE BOARD

Federal Government Affairs and Advocacy Services with the Goal of Securing Additional Funding for Next Generation 911

I. GOALS, STRATEGIES, DELIVERABLES

All goals and strategies relate to the promotion and securing of additional funding for Next Generation 911 in Missouri.

Development of Key Contact Lists

- Develop key contacts lists for Missouri's Congressional Delegation, and those of neighboring states: Arkansas, Illinois, Iowa, Kansas, Kentucky, Nebraska, Oklahoma, Tennessee
- Develop contact lists for stakeholder groups in neighboring states, including: APCO, NENA, Directors, and other invested stakeholders
- Develop primary contact lists for National stakeholder groups and their government affairs personnel
- Identify opportunities to leverage vendor relationships to further legislative goals

Networking and engagement with Congressional offices and stakeholder groups

- Meet with members of the Missouri delegation and staff on NG911 funding
 - Recommend a trip to DC for key members of the Missouri 911 Service Board and staff - Penman Group will arrange logistics, meetings, materials, etc. (Expenses included in proposed budget attached)
 - Goals include - Adding co-sponsors, generating letters of support, developing advocacy and support, etc.
- Connect with 911 leaders in Missouri's eight neighboring states, leveraging opportunities to advocate at the federal level for NG911 interconnections between states
 - Gain a larger coalition of support
 - Identify opportunities to build coalition support and issue momentum
- Develop a list of grassroots organizations that will formally support the effort (signing on to support, fundraising, etc.)
 - Identify opportunities for grassroots organizations to take action/support the larger coalition effort
- Utilize existing relationships in the Missouri General Assembly to connect with the Congressional offices

Evaluation of the political/systems landscape & strategy development

- Compile information from conversations, meetings, and research to help inform the political landscape and resulting advocacy strategy

Messaging

- Develop resources to help paint the picture of 911 in Missouri
 - Maps by congressional district
 - Maps between Missouri and neighboring states

- Develop messaging to articulate the need for NG911 connections across neighboring states
 - E.g. State Senator Holly Rehder called 911 from Cape Girardeau. Her call was picked up by an IL PSAP and they were unable to return the call to MO.
- Develop a webpage dedicated to NG911 advocacy on the Board’s website
- Develop template messaging for 911 organizations and other industry groups

II. PGDC SCOPE OF SERVICES

- Develop key contact lists for Congressional members and stakeholders
- Provide education to Congressional members and their staff, as well as regional stakeholder organizations/government affairs representatives about Missouri 911 efforts, congressional and legislative affairs related to 911
- Build coalitions of stakeholder organization and government affairs representatives to support national NG911 efforts from a grassroots and regional level
- Monitor congressional legislation that could impact the 911 Board policy/legislation, activating the Board and Missouri’s network, and engaging Missouri’s delegation as appropriate
- Develop regional and national communication strategy in support of NG911
- Develop talking points and educational materials to provide legislators, staff, and stakeholders
- Coordinate legislative visits to further advocacy efforts
- Foster relationships between client and key members of the legislative process - coordinate meetings between 911 Board members/staff and Congress, to discuss 911 policy
- Advise client on discussing legislative affairs in the media
- Create and facilitate action alerts for advocacy efforts as needed
- Identify and seek to secure additional funding for 911 initiatives
- Engage and lobby Congressional Delegation on issues related to 911
- Other duties relevant to furthering Missouri’s NG911 efforts through federal, regional, and national engagement efforts

III. BUDGET (ANNUAL)

Penman Group DC Federal Government Affairs/Advocacy Services	\$49,500.00
PGDC Expenses - Reimbursement for travel and lodging as necessary to fulfill the scope of this contract. Possible travel includes travel to bordering states, travel in the greater DC area, etc. These expenses would follow the Board’s existing spending and reimbursement policies	Expected \$3,000.00
Board trip to DC - 4 Board Members/Staff - Flight - \$500 Roundtrip (4) = \$2,000 & Lodging - 1 night @ \$350 each (4) = \$1,400	Approx. \$3,400.00
TOTAL EXPENSE	\$55,900.00

Missouri 911 Service Board

2022 PSAP Survey



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Executive Summary

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

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

The survey was opened April 17, 2023, and closed May 19, 2023, a total of 98 complete responses were received from Missouri PSAPs.

PSAP Survey Methodology

Missouri 911 Service Board members and staff compiled the PSAP Survey questions. The survey consisted of 112 questions including: PSAP Information, Call Volume, Dispatch Information, Staffing, Funding, Text-to-911 Capability, PSAP Consolidation, Equipment and Technology, Training, Staffing, GIS Data and Capability, Continuing Education, and others.

The Survey opened April 17, 2023, and participants were asked to respond by May 19, 2023. A link to the survey was emailed to all Missouri PSAPs, if the PSAP had filled out the 2021 survey some of the questions were pre-filled with that information. A copy of the Survey can be found in Appendix B. A list of PSAPs that responded to the survey is in Appendix A. A total of 98 surveys were completed by the deadline and an additional 10 were not complete and the incomplete survey responses were included in the reporting below. Pre-filled surveys were sent to the PSAPs utilizing the survey software (if the PSAP had filled out a survey last year) and a generic link was sent from the Board's administrator email.

PSAP Survey Results

Contact Information and Service Area

The first set of questions asked for the name of the PSAP, the respondent, point of contacts and service area including all cities, counties, and jurisdictions.

Primary PSAPs are PSAPs to which 911 calls are routed directly from the 911 control office. This includes the majority of Missouri PSAPs, and accounts for 89 survey responses. Secondary PSAPs are PSAPs to which 911 calls are transferred from a primary PSAP. Secondary PSAPs make up a much smaller number in the state and account for 4 survey responses, and 5 PSAPs were in the other category.

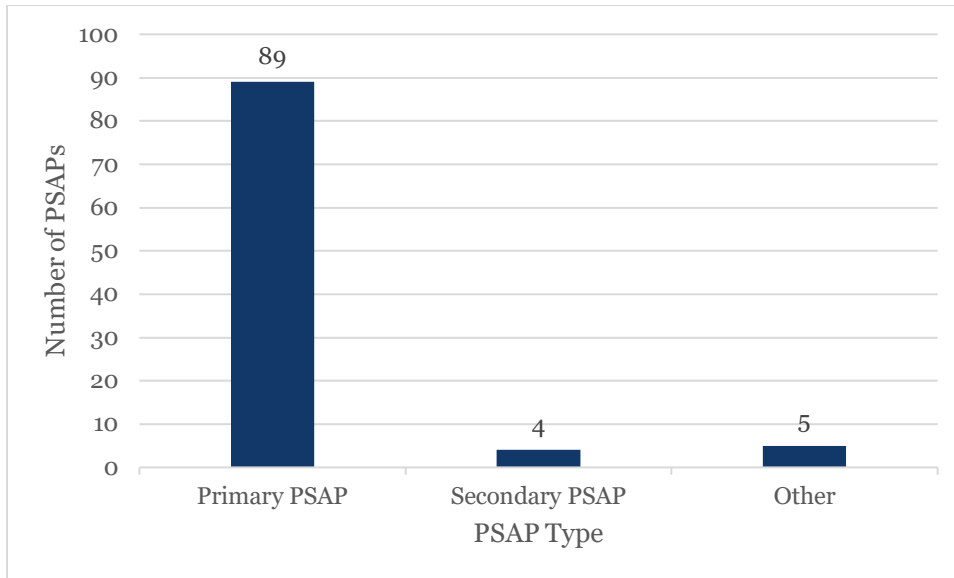


Figure 1. PSAP Type

PSAP Call Volume

The call volume section asked what was the number of landline, wireless, text message, Voice-Over-Internet-Protocol (VoIP), other call, and total in-bound call volume for the 2022 calendar or budget year? Tables 1-4 show the results of the total number of calls as well as landline and wireless calls.

Total Number of Contact (including text messages & calls)	Number of PSAPs
0-4,000	21
4,001-10,000	17
10,001-50,000	51
50,001-100,000	5
100,00-200,000	4
200,001-300,000	2
987,050	1

Table 1. PSAP Call Volume

Total Number of Wireline Calls	Number of PSAPs
0-1,500	66
1,501-10,000	23
10,001-50,000	8
>50,000	1

Table 2. PSAP Landline Call Volume

Total Number of Wireless Calls	Number of PSAPs
0-5,000	43
5,000-10,000	14
10,001-50,000	39
50,001-100,000	3
100,001-250,000	1
466,174	1

Table 3. Wireless Call Volume

Number of Text Messages	Number of PSAPs
0-100	91
101-500	5
501-1,000	3
1,000-1,500	2
4,049	1

Table 4. Number of Text Messages

PSAP Emergency Medical Dispatch

This section also included a question on whether the PSAP provides medical post-dispatch and pre-arrival instructions through use of an Emergency Medical Dispatch program. Emergency Medical Dispatch (EMD) uses certified telecommunicators and dispatchers to provide medical emergency treatment instructions to callers over the phone, of the 98 respondents, 48% have the capability and 30% do not, and 20% transfer the call to another PSAP that utilizes EMD. See Figure 2 and Table 5 shows the number of incoming 911 contacts by EMD capability. Barriers to utilizing EMD systems include: staffing, funding, equipment and training, Protocol question issues, and lack of medical director.

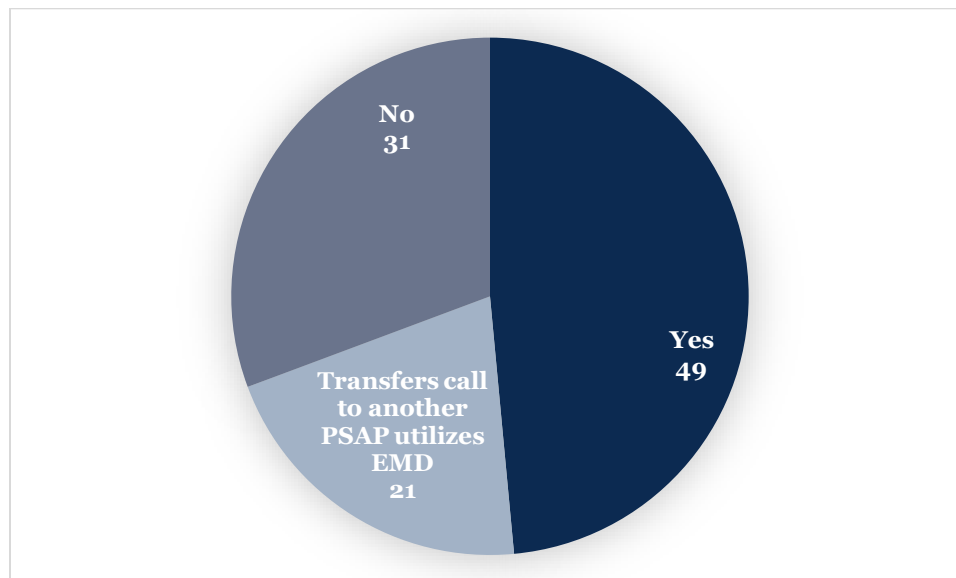


Figure 2. Number of PSAPs with Emergency Medical Dispatch (EMD)

EMD Capability		Incoming 911 Contacts (calls & text messages)
Yes	49	1,523,516
Transfers call to another PSAP which utilizes EMD	21	1,700,895
No	31	284,712
Total	101	3,509,123

Table 5. Number of 911 Contacts and EMD Capability

PSAP Funding

The funding section asked questions about the total operating budget for the 2022 calendar or budget year and PSAP funding sources. Table 4 lists the funding sources used in PSAP operations.

Funding Source	Number of PSAPs
County-Level Sales Tax dedicated to 911 (RSMo 190.335/190.292)	47
No Statutory funding mechanism in place (other funding options)	27
Wireless fee on any device capable of contacting 911, up to \$1.00 (RSMo 190.455)	4
Wireline Surcharge - Land Line Levy of up to 15 percent (RSMo 190.305)	13
N/A	8

Table 6. PSAP Funding Sources

Jurisdictions were also asked if they were interested in pursuing a different funding mechanisms such as County Sales Tax – County-level sales tax (190.335/190.292 RSMO) or Wireless Option - Tax of up to \$1/month on any device capable of contacting 911 (190.455 RSMO). A total of 11 PSAPs responded that they were interested in exploring additional funding options.

PSAP Consolidation

PSAP were also asked if they are currently consolidated, who the participants are, and whether they are planning to consolidate with another PSAP and to list the participants. Figure 3 shows the number of consolidated PSAPs (25). PSAPs were also asked whether they were planning on consolidating and 10 indicated that yes, they are planning on consolidating.

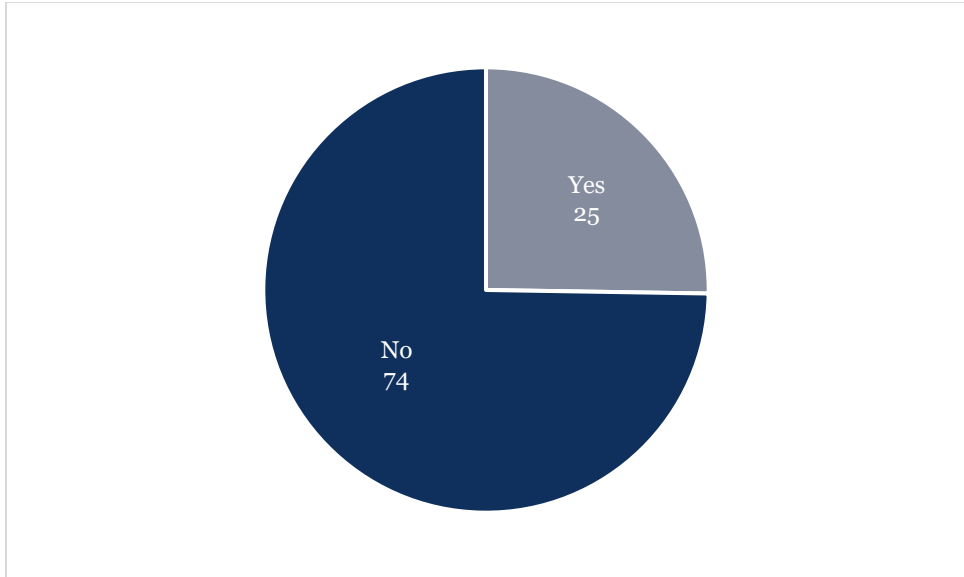


Figure 3. PSAP Consolidation

PSAP Staffing

Questions about PSAP Staffing included the total number of staff, authorized full-time and part-time telecommunicators, and how many of the telecommunicator positions are staffed. The number of telecommunicator positions in the PSAPs ranged from a low of three to a high of 154. The table below shows reported staffing numbers. Starting telecommunicators salaries range from \$12.50 an hour to \$26.40 an hour, average telecommunicators salaries range from \$13 an hour to \$37.77 an hour.

Positions	Full-time	Part-time	How Many Staffed
0	0	0	0
4-5	49	31	69
6-10	345	106	330
11-15	245	41	229
16-20	193	11	159
21-25	185	21	132
32-35	67	7	65
44-52	140	14	120
61-73	134	21	90
96	96	0	69
Total	1,454	252	1,263

Table 7. PSAP Telecommunicator Staffing

Percent Staffed	Number
8-21%	4
37-50%	7
56-75%	30
76-80%	9
81-90%	21
91-100%	29
Total	100

Table 8. PSAP Staffing Levels

PSAP Training and Certification

Questions about training and certification were included in the survey. The first question was whether or not personnel have to meet certification requirements at the time of hire, 86 responded No and 15 Yes they did. PSAPs require between 10-96 hours of annual CEUs, 10 PSAPs have no requirement, 29 require 10 hours and 32 PSAPs require 24 hours. A majority (86) of the PSAPs utilize a virtual or online training company. 82 PSAPs have all appropriate employees trained to Missouri minimum standards and 19 do not. 55 PSAPs have utilized the Board’s free Virtual Academy training services. Some of the respondents who were unaware of this service are going to sign up for the training services and expressed gratitude for this resource.

Responses to the question about training priorities to meet Missouri Standard include 40-hour basic training, MULES, EMD, CPR, EPD, EPD, LED, PLS, call taking, and Resiliency, Technology, and Crisis Negotiations Training (Suicidal Callers).

PSAP Equipment and Technology

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

PSAPs have between 0 and 27 physical workstations.

911 System service Providers

The 911 System service Providers in use include AT&T, Brightspeed, Lumen, INdigital, and the Mid-America Regional Council

Dispatch/CAD Systems

The Dispatch/CAD Systems in use include Caliber, Central Square, Omnigo, Cushing, Global, Tyler Technologies, LAWMAN, Enterpol, and others.

988 System

Several survey questions addressed the use of the new 988 system. 17 PSAPS have been in contract with their nearest 988 center and 78 have not. 19 agencies transfer or

conference in local 988 centers during incidents where there is a caller in crisis and 76 do not.

PSAP GIS Capabilities

The GIS section of the survey asked whether the PSAP had GIS capabilities and who maintains their GIS data, 88 PSAPs have GIS capability.

Text-to-911

PSAPs were asked about text-to-911 capabilities. 58 agencies responded that they could accept text messages. if they were interested in implementing text-to-911 and many have already implanted that feature and 73 were interested in this feature; see Table 6. Several PSAPs responded that they needed funding to implement text-to-911 and one needs their 911 provider to add it to their system.

Response	Text-to-911
Already implemented	58
In Progress	8
No	1
NG911 Implementation	1
Possibly	2
Yes	27

Table 9. Text-to-911 Responses

Additional PSAP Information

The last section of the survey asked if there was any additional information that was not asked that would help the Department of Public Safety and Missouri Legislators gain a better understanding of how your unique PSAP functions. Responses included requests for Cybersecurity funding, costs of NG911, staffing issues, interest in consolidation.

Appendix A: PSAP Survey Respondents

Atchison County 911
Audrain County E-911
Barry County Emergency Services E9-1-1
Barton County 911 Dispatch
Belton Missouri Police Dept
Blue Springs Police Department
Bollinger County Sheriff's Office
Boone County Joint Communications
Branson Police Department
Cape Girardeau County Sheriff's Office
Cape Girardeau Police Department 911 Center
Carroll County E911
Cass County Sheriff's Office
Chariton County Enhanced 911 Services
Chillicothe Police Department
Christian County Emergency Services
Clay County Sheriff's Office
Cooper County E911
Coxhealth EMS
Crawford County 911 Emergency Services
Dade County Emergency Services/9-1-1
Dallas County 911
Dent County Sheriff's Office
Douglas County Sheriff's Office
Dunklin County Sheriff's Office / 911
El Dorado Springs Police Department
Franklin County 911
Gasconade County E-911
Gladstone Police Department
Grandview Missouri Police Department
Harrisonville Police Department
Henry Co. 911
Hickory County Sheriff's Office
Higginsville Central Dispatch
Holt County Sheriff's Office
Howard County E911
Howell County 911 Emergency Services
Iron County 911 Communications
Jackson County Missouri Sheriff's Office
Jasper County Emergency Services
Jefferson City Police Department
Jefferson County 9-1-1 Dispatch
Johnson County Central Dispatch
Joplin Emergency Communications Center

Kansas City Fire Department
Kansas City, Missouri Police Department
Kirksville/Adair County E911 Joint Communications
Center
Lawrence County Emergency Services 911
Lee's Summit Fire Department Regional
Communication Center
Lee's Summit Police Department
Linn County E911 Central Dispatch
Macon County Enhanced 911
Madison County 911
Maryland Heights Police Department
Maryville Public Safety - Northwest Regional
Communication Center
Moniteau County Emergency Dispatch
Monroe County Joint Communications
Necomm (Northeast Emergency Communications
Center)
New Madrid Emergency Communications
Newton County Central Dispatch Center
North Kansas City Police Department
Osage County 911 Communications Center
Ozark County Sheriff's Office
Pemiscot County Sheriff's Office
Pettis County Joint Communications
Phelps County Central Communications
Pike County 911 Board
Platte County Sheriff's Communication Center
Pleasant Hill Police Department
Pleasant Valley Police Department
Pulaski County E911
Ray County 911 Emergency Services
Raymore Police Department
Raytown Police Department
Reynolds County 911 Communication Center
Riverside Police Department
Saline County E911
Schuyler County Sheriff's Office
Scotland County Sheriff's Office
Scott City Police Department
Scott County E911
Shelby Co E911
Sikeston Department of Public Safety
Springfield-Greene County 911
St Clair County Sheriff's Office
St Francois Co 911, Ste Genevieve Co 911

St Joseph Mo Police Department
St. Charles County Emergency Communications
Stoddard County 911 Services
Stone County Emergency Services
Sunset Hills Police Dept
Taney County Ambulance District
Taney County Sheriff's Office
University City Police Department
Vernon County Sheriff's Office 911
Warren County Emergency Services
Washington County Central Dispatch 911
Wentzville Police Department

Appendix B: PSAP Survey Questions



*** Required Information**

Missouri 911 Service Board 2022 PSAP Survey

Due to the length of this survey, we highly recommend you print out the survey and have the information ready as you proceed through filling it out online. If you have any questions about the survey please call 573-200-6018 or 573-489-1088 or email _____ or _____.

We are requesting PSAP representatives to complete this survey, which will allow the Board to provide the legislature, NENA, FCC and NASNA with an accurate picture of emergency telecommunications capabilities, their structure, and funding in Missouri. These efforts may produce more funding opportunities for 911 in Missouri in the future.

Within this survey are elements from the NENA EPRC, FCC and NASNA Surveys as well as some local questions about sales tax revenue status. These surveys were consolidated to lessen the number of PSAP surveys being sent out. However, by combining the information it has increased the number of questions. We understand that these surveys take time and effort and we greatly appreciate you taking your time to complete this survey!

Missouri state statute 650.330.4(13) requires that the Missouri 911 Service Board conduct an annual survey of public safety answering points in Missouri to evaluate potential for improved services, coordination, and feasibility of consolidation. This survey will also be used to inform the 911 Service Board's triennial report to the governor and general assembly regarding the status of 911 services statewide, as well as specific efforts to improve efficiency, cost effectiveness, and levels of service, as required under 650.330.4(5) RSMO.

State statute prohibits any PSAP from receiving grants and loans from the Missouri 911 Service Trust Fund established (190.420 RSMO) if the applicant failed to complete this survey (650.355.13 RSMO). This also applies to any PSAPs applying for funding from the current \$10 million ARPA NG911 funds.

PSAP Information

In this section we will collect contact information about your PSAP.

*** 1. PSAP Name**

Name of your Public Safety Answering Point (for example, Dallas County Sheriff's Office).

*** 2. PSAP 24 Hour Phone #1**

A primary emergency/priority answer phone number for your PSAP that can be reached 24/7 (use format (###) ###-####).

3. PSAP 24 Hour Phone #2

A secondary emergency/priority answer phone number for your PSAP that can be reached 24/7 (use format (###) ###-####).

*** 4. PSAP Point of Contact**

The primary contact person for your PSAP. This could be an individual at the PSAP, or someone at the county level or somewhere else.

* **5. PSAP Point of Contact**
Primary contact's job title.

* **6. PSAP Point of Contact**
The name of the organization your PSAP's primary contact is associated with (for example, Dallas County Sheriff's Office).

* **7. PSAP Point of Contact**
Telephone number for your PSAP's primary contact (use format (###) ###-####).

* **8. PSAP Point of Contact**
E-Mail Address for your PSAP's primary contact.

9. Name of person filling out this survey?

10. Contact information of person filling out survey (email and phone number).

* **11. Wireline Type**
Specify if you are a primary or secondary PSAP for wireline 911 calls.

(Select one option)

- Primary PSAP
- Secondary PSAP
- Neither
- Other (Please specify) _____

* **12. Wireless Type**
Specify if you are a primary or secondary PSAP for wireless 911 calls.

(Select one option)

- Primary PSAP
- Secondary PSAP
- Neither
- Other (Please specify) _____

* **13. Governing Authority**
List the governing authority for your PSAP (for example, Saint Clair County 9-1-1 Emergency Telephone System Board or Saint Clair County Commission or City Council).

* **14. 9-1-1 Authority Contact**

A contact name for the 9-1-1 Authority associated with the PSAP.

* **15. Back-Up PSAP**

Does your agency have a back-up facility available, should your primary facility become inoperable (please describe)?

* **16. PSAP Overflow Rollover**

Do your calls automatically roll over to another PSAP in the event of an overflow (please describe)?

* **17. PSAP Alternate Routing**

Do your calls automatically route to a different PSAP in the event of a system failure (please describe)?

PSAP Call Volume

What was the TOTAL number of inbound or outbound contacts your PSAP received in the 2022 calendar year? If possible, please list your call in-bound volume for each of the following modes. If your PSAP is unable to receive calls of any of these types, please state "n/a".

* **18. Number of 911 Wireline Calls**

* **19. Number of 911 Wireless Calls**

* **20. Number of 911 Text Messages**

* **21. Number of 911 Voice-Over-Internet Protocol (VoIP)**

* **22. Number of Admin Calls**

* **23. Number of 911 transfers to other PSAPs?**

* **24. Number of Outbound Calls**

* **25. TOTAL NUMBER OF 2022 incoming 911 Contacts (Including both calls and text messages)**

*** 26. EMD System Use**

Does your agency utilize Emergency Medical Dispatch?
(Select one option)

- Yes
- No
- Transfers call to another PSAP (primary or secondary) that utilizes EMD to process EMS calls

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 27. EMD Protocol Providers**

Please list the EMD system provider you use.

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 28. If utilizing an EMD system who is your Medical Director?**

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 29. If utilizing an EMD system how frequently do you communicate with the Medical Director per year?**

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 30. If utilizing an EMD system how much do you pay for the Medical Director services?**

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 31. If utilizing an EMD system who in your agency is assigned to monitor CPR and EMD certification expiration dates?**

NOTE : Answer the below question only if answer to((Q#26 is **Yes**))

*** 32. If utilizing an EMD system describe your QA/QI process.**

NOTE : Answer the below question only if answer to((Q#26 is **Transfers call to another PSAP (primary or secondary) that utilizes EMD to process EMS calls**))

33. If you selected Transfers call to another PSAP (primary or secondary) that utilizes EMD to process EMS calls, which PSAP is the call transferred to?

NOTE : Answer the below question only if answer to((Q#26 is **No**)

* **34.** If you selected No for utilizing EMD systems what are the barriers for implementation?

NOTE : Answer the below question only if answer to((Q#26 is **No**)

* **35.** Is your agency interested in implementing Emergency Medical Dispatch at your PSAP?

(Select one option)

- Yes
- No
- Other (Please specify) _____

Automated External Defibrillator (AED) Capability

* 36. Does your agency maintain a list of AED locations within your jurisdiction?

(Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#36 is Yes))

* 37. Do you store the information in CAD, EMD or another software platform?

NOTE : Answer the below question only if answer to((Q#36 is Yes))

38. If it is another software platform, what is the name of the platform?

39. Are you interested in registering with the 911 Service Board's free AED registry through PulsePoint?

- Yes
 No

NOTE : Display this comment only if answer to Q#39 is Yes

Please visit the 911 Service Board's Website at this [link](#) to register.

Text-to-911 Capability

* 40. Can your PSAP accept text-to-9-1-1? SMS (Short Message Service) and RTT (Real Time Text) (Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#40 is Yes))

* 41. Text Message Capability

Can your PSAP initiate outbound text messages to SMS and/or RTT 9-1-1 callers?

(Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#40 is Yes))

*** 42. Text Message Capability**

Can your PSAP accept text-to-9-1-1? SMS (Short Message Service) and RTT (Real Time Text)

(Select one option)

- Interim SMS
- Only RTT
- Both SMS and RTT

NOTE : Answer the below question only if answer to((Q#42 is Interim SMS OR Both SMS and RTT))

*** 43. Text to 911 Service Levels**

The interim Text-to-911 solutions will be for the most commonly utilized texting technology, Short Message Service (SMS), texting only. The interim solutions will have three options in order to allow PSAPs that have not begun deploying NG911 services the capability to receive text messages. Select your Text- to-911 Service Level. Please select your Text to 911 Service Level (Select one option)

- Text to TTY/TDD – This option will allow the PSAP to receive incoming text messages via their current TTY/TDD system. The text would display on the 911 equipment exactly like a TTY call. The ALI display will show the caller's text number in the location where the wireless caller's Call Back Number is displayed on voice calls, and the x/y coordinates of the cell site centroid where the person is texting. The text messages will be delivered via the existing 911 trunks, which would mean that once a text came in via this method the 911 trunk would be tied up and unable to accept another call or text session.
- Web Portal – This solution would require a PSAP to have internet access. A separate web portal would be opened at the beginning of the shift and would need to be monitored for incoming text messages. This solution currently requires a separate monitor for the web portal; however, some equipment manufacturers may have incorporated the portal into the 911 display. The ALI will display the number associated with the device used for texting, and x/y coordinates of the cell site centroid of the person texting.
- NG911 Interface – This solution would require the PSAP to have IP capable equipment and IP connectivity to the carrier. The text message will be delivered directly into the 911 equipment. This solution should be compatible with a full NG911 I3 solution.

NOTE : Answer the below question only if answer to((Q#40 is Yes))

44. If your jurisdiction has Text-to-911, please check the 911 Service Board's Text-to-911 map to make sure your jurisdiction is listed correctly. The map can be viewed at this [link](#). If the map is incorrect please put the date when Text-to-911 started in your jurisdiction in the box below.

NOTE : Answer the below question only if answer to((Q#40 is No))

*** 45. I am interested in implementing Text-to-911 at my PSAP.**

(Select one option)

- Yes
- No
- Other (Please specify) _____

NOTE : Answer the below question only if answer to((Q#45 is Yes))

*** 46. When do you plan on implementing text-to-911?**

PSAP Staffing & Equipment

* 47. Does your PSAP share any equipment with another PSAP?

(Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to((Q#47 is **Yes**))

* 48. What equipment do you share? Select all that apply.

- CAD
- Radio Equipment
- Recording Equipment
- Buildings/facilities
- 911 Phone Equipment
- Other (Please specify) _____

* 49. Do telecommunicators perform services for your PSAP/Jurisdiction other than answering 911 calls and PSAP administration (i.e. jailer, warrant entry, clerical, etc.) If yes please specify.

* 50. Total number of Staff budgeted for the PSAP including (Admin, IT, GIS, Radio Tech, etc.)

* 51. How many authorized, budgeted full-time telecommunicator positions does your PSAP have?

* 52. How many authorized, budgeted part-time telecommunicator positions does your PSAP have?

* 53. How many of the budgeted telecommunicator positions do you have staffed at this time?

* 54. What is the starting telecommunicator salary in your PSAP?

* 55. What is the average telecommunicator salary in your PSAP?

56. The Missouri 911 Service Board initiated a Telecommunicator staffing PR Campaign this year. Has your PSAP seen an increase in staffing or job inquiries since the start of this campaign?

- Yes
- No
- If yes, how many? _____

57. Does your PSAP use Facebook? If yes, since January, approximately how many Missouri 911 posts have you shared on Facebook?

* **58.** How many physical workstations do you have at your PSAP to answer 911 calls?

PSAP Training

* **59.** Do you have personnel dedicated to Training in your PSAP?

(Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to((Q#59 is **Yes**))

* **60.** Name of the person/s that provides the training in your PSAP

NOTE : Answer the below question only if answer to((Q#59 is **Yes**))

* **61.** Contact information of the person/s that provides the training in your PSAP

* **62.** Training and Certification Types

Do personnel in your agency have to meet certification requirements at the time of hire?

(Select one option)

- Yes
- No

* **63.** How many Continuing Education (CEU) credits do you require annually per employee?

* **64.** Annual Training

Does your agency utilize a virtual or online training company to keep your telecommunicators trained and

current?

(Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to((Q#64 is **Yes**)

*** 65. Which company do you utilize for your annual training?**

*** 66. Are all appropriate PSAP employees currently trained to Missouri minimum standards or have the requisite CEU's to meet the minimum training standards set forth in Missouri 911 Training Standards Act? (Select one option)**

- Yes
- No

NOTE : Answer the below question only if answer to((Q#66 is **No**)

67. If not, please cite any reasons for not meeting the minimum training standards:

68. Has your jurisdiction utilized the free training services offered by the 911 Service Board through Virtual Academy?

- Yes
- No

69. The Missouri 911 Service Board has partnered with Virtual Academy to provide PSAPs in Missouri access to an online Learning Management System. This system is free of cost to Missouri PSAPs. Information on the Virtual Academy can be found at this [link](#).

*** 70. 911 Service Board Training**

What training is a priority for your Agency to meet the Missouri Training Standards?

PSAP Funding

* 71. What was your PSAP's TOTAL operating budget for the 2022 calendar or budget year? (including personnel, equipment, overhead, supplies, etc.)

* 72. What is your county's primary funding source?

(Select one option)

- No Statutory funding mechanism in place (other funding options could include a general sales tax dedicated to 911, LE sales tax, county general revenue, city general revenue, etc.)
- County-Level Sales Tax dedicated to 911 (RSMo 190.335/190.292)
- Wireline Surcharge - Land Line Levy of up to 15 percent (RSMo 190.305)
- Wireless fee on any device capable of contacting 911, up to \$1.00 (RSMo 190.455)
- N/A

73. Amount of 911 fees collected for your jurisdiction (Wireline, Wireless, Sales Tax, Prepaid, percentage of 911 that is a portion of a public safety tax, etc.) in 2022.

74. Does your jurisdiction receive funding from other sources?

(a) General Fund Amount

(b) State Grant Amount

(c) Federal Grant Amount

75. Is your jurisdiction interested in pursuing a different funding mechanism? If yes please specify. For example, County Sales Tax – County-level sales tax (190.335/190.292 RSMO) or Wireless Option - Tax of up to \$1/month on any device capable of contacting 911 (190.455 RSMO)

* 76. If your PSAP jurisdiction collects a 911 fee as part of its funding mechanism, in calendar year 2022 have you complied with the FCC order to address 911 fee diversion and only expended those funds for the authorized purposes within FCC order FCC-21-80? (Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to (Q#76 is No)

77. If not, how much money was diverted away from the purposes of supporting 911 and for what purpose?

PSAP Consolidation

* **78.** Have you consolidated with another PSAP in the last three (3) years? This includes virtual and physical consolidation.

(Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#78 is Yes))

* **79.** If yes, list all participating PSAPs

NOTE : Answer the below question only if answer to((Q#78 is Yes))

* **80.** What was the date of consolidation?

NOTE : Answer the below question only if answer to((Q#78 is No))

* **81.** Are you planning to consolidate with another PSAP?

(Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#81 is Yes))

* **82.** If yes, please explain when and identify participating PSAPs

PSAP Facilities & Equipment

83. Are you planning on building new facilities? (Select one option)

- Yes
 No

NOTE : Answer the below question only if answer to((Q#83 is Yes))

84. If yes, when do you plan to begin construction? And what is the funding source for the construction?

85. Are you planning on buying any new equipment? (Select one option)

Yes

No

NOTE : Answer the below question only if answer to((Q#85 is **Yes**))

86. If yes, when are you planning on buying the equipment and what is the funding source?

911 Service Provider

- * 87. Please list your 911 Service Provider (example: AT&T, CenturyLink, INDigital, etc...)

Computer-Assisted Dispatch (CAD)

- * 88. Does your agency utilize Computer-Assisted Dispatch (CAD)?

(Select one option)

- Yes
 No

- * 89. What is your CAD system vendor?

PSAP Radio Technology

- * 90. What is your radio console make and model?

- * 91. How many radio consoles does your PSAP have?

PSAP Customer Premise Equipment (CPE)

Who provides your PSAP 911 phone system?

- * 92. Who is your 911 Customer Premise Equipment provider?

PSAP Cybersecurity

* 93. During 2022 did your PSAP implement or participate in a regional or state-run cybersecurity program?

(Select one option)

- Yes
- No

* 94. Did your PSAP expend any funds on cybersecurity programs in 2022?

(Select one option)

- Yes
- No

95. What was the amount expended?

96. Does your jurisdiction adhere to the National Institute of Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity (April 2018) for networks supporting one or more PSAPs in your jurisdiction?

- Yes
- No

988 Suicide & Crisis Lifeline

97. Has your PSAP contacted or been contacted by your nearest 988 centers regarding any partnerships or training opportunities?

- Yes
- No

98. Does your agency transfer or conference in local 988 resources for incidents where the caller is in crisis?

- Yes
- No

NG911 - NextGen 911

* 99. During 2022 did your PSAP participate in any NG911 projects?

(Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to((Q#99 is Yes))

* 100. Please provide a description of your NG911 project and if it has been completed.

NOTE : Answer the below question only if answer to((Q#99 is Yes))

* 101. What is the dollar amount expended by your agency on all NG911 projects in 2022 calendar year?

* 102. Has your agency developed an NG911 plan, concept of operations or its equivalent for your jurisdiction?

(Select one option)

- Yes
- No

* 103. Has your agency met any of the following milestones for NG911 procurement? Check all that apply.

- Database (GIS Services)
- NG Core Services
- CAD
- CPE (Hosted or Standalone)

- Recording
- None of the above
- Other (Please specify) _____

*** 104. Is your agency capable of processing and interpreting NG911 location and caller information within your service area?**

(Select one option)

- Yes
- No

*** 105. Is your PSAP connected to an ESInet?**

(Select one option)

- Yes
- No

*** 106. Is your agency's CPE capable of processing IP calls from an ESInet?**

(Select one option)

- Yes
- No

*** 107. Does your PSAP have GIS?**

- Yes
- No

NOTE : Answer the below question only if answer to((Q#107 is **Yes**))

108. If Yes, who maintains your GIS data?

NOTE : Answer the below question only if answer to((Q#107 is **Yes**))

109. GIS Data Contact, name and email.

PSAP Service Level

These questions relate to your Service level, as NG911 is implemented across Missouri new Levels of Service need to be defined.

* 110. What is your Legacy 911 Service Level?

- No 911(citizens are required to call a 7-digit number for Emergency Services)
- Basic 911(Wireline calls no ANI/ALI information)
- Enhanced 911(Wireline calls with ANI/ALI information)
- Wireless Phase I (Wireless calls with tower and sector information only)
- Wireless Phase II (Wireless calls with x/y of caller's relative location)

Additional PSAP Information

* 111. Is your agency interested in becoming more involved with your 911 region at an organizational level?

(Select one option)

- Yes
- No

NOTE : Answer the below question only if answer to((Q#111 is **Yes**))

112. Who would be the contact person for your agency regarding regional information?

113. Is there any additional information that was not asked in this survey that would help the Missouri 911 Service Board and Missouri Legislators gain a better understanding of how your unique PSAP functions?

Missouri 911 Service Board

VERY HIGH-LEVEL OVERVIEW OF COUNTY DISCUSSIONS AND IN-PERSON VISITS SCOTT HAS HAD REFERENCE NG911 AND GRANT OPTIONS:

Mercy Springfield: Discussions with Bob Patterson and an InDigital Quote delivered for Mercy service ESInet for the following Counties: STONE, BARRY, LAWRENCE, JASPER, GREENE, DALLAS, LACLEADE, CAMDEN, WRIGHT, SHANNON AND PARTS OF TEXAS AND HOWELL COUNTIES. (Scott and Brian)

SCOTT COUNTY: Discussion's with Scott County, Sikeston DPS and Scott City regarding their current 911 sales tax implementation and go-forward options for the county. (Scott, Brian and MCP)

MISSISSIPPI COUNTY: Discussions with Bob Hearnese and Emily Pullen reference NG911 grants and current quotes they received for equipment. A go-forward plan has been established. (Scott, Brian and MCP)

BOLLINGER COUNTY: Discussion with Sheriff Casey Graham reference NG911 grant PSAP survey and next steps discussion. Note: Bollinger is also interested in full consolidation with St. Francois County. (Scott)

MADISON COUNTY: Discussion with Tessa Rehkop chamber of commerce and E-911 director Kyle Rogers reference NG911 Grant funding for equipment and the process. Also, virtual consolidation was discussed with St. Francois County. (Scott and Brian)

STONE COUNTY: Discussion with Director Keith Kinnard who was asked to coordinate looking into a group virtual ESInet for the following counties: STONE, BARRY, CHRISTIAN, DADE, DALLAS AND TANEY COUNTIES TO ALSO INCLUDE BRANSON PD AND TANEY COUNTY AMBULANCE DISTRICT (TCAD). Vendors were contacted by Scott to set up meetings and demos for this group to look at options. (Scott)

BUTLER COUNTY: Discussions with county commissioner David Johnson reference the NG911 grant process and needed equipment to apply for. Also discussed virtual consolidation options to join the Polk County ESInet. Go-forward meetings have been set. (Scott and Brian)

POLK COUNTY/CEDAR COUNTY: Meeting set for discussion that took place to possibly virtually consolidate Eldorado Springs PD back into the Polk County ESInet. (Scott)

FRANKLIN COUNTY: Discussion had with Franklin County, Pacific PD and Washington PD to discuss NG911 grant options and current funding issues within the county. Also discussed virtual consolidation options and vendor demos were set up for the county. (Scott and Brian)

DENT COUNTY/SALEM PD: Discussions had with the sheriff, police chief and city and county officials to bring Dent County up NG911 capabilities. Next steps will be the MCP report and meetings will be set for further discussions. (Scott, Brian and MCP)

PHELPS COUNTY: Initial phone conversation has taken place with Director Stacy Smith to set up a meeting to discuss the NG911 grant. (Scott)

ADAIR, LINN, MONROE AND PUTNAM COUNTIES: Discussions have been had with these counties reference joining the established NE Missouri InDigital ESInet. Next steps are to have a meeting in the next week with InDigital to put together a quote to see what this looks like. (Scott and Brian)

LIVINGSTON COUNTY: Discussion has been had with Cindy Hanavan Chillicothe PD dispatch manager (Primary PSAP) to also join the NE Missouri InDigital ESInet. (Scott)

CAMDEN COUNTY: Discussion has been had and meeting set With Lt. O'Day with Osage Beach PD to discuss NG911 grant funding opportunities to help consolidate existing PSAPS in Camden County. (Scott)

GASCONADE COUNTY: Discussion has been had with Director Lisa Schlottach to see if we can engage with MARIES AND OSAGE Counties to start looking into a possible virtual consolidation between the three counties. (Scott and Brian)

WASHINGTON COUNTY: Discussion with Director Donnie Sanderson reference NG911 grant funding for upgraded equipment as well as meeting regarding a possible virtual consolidation with St. Francois County. ATOS is putting together a quote currently to see what that would look like. (Scott)

WARREN AND MONTGOMERY COUNTIES: Discussions had with both directors reference NG911 grant funding and possible ESInet virtual consolidation and shift sharing. Both directors will be discussing these options with their perspective boards and meetings to discuss further will be set going forward. (Scott and Brian)

COOPER COUNTY: Phone conversations with Ron McCord reference the NG911 grant and the ability to enhance 911 capabilities and GIS capabilities for their county. Meetings have not been set yet. (Scott and Brian)

NEW MADRID AND PEMISCOT COUNTIES: Initial phone conversations have been had with Kallie Turner regarding both counties NG911 capabilities and grant options. Further meetings have not been set yet. (Scott)

DUNKLIN COUNTY: Initial phone conversation between Scott and director Mike McCammon have been had discussing the NG911 grant and his counties needs. A next steps meeting has not been set yet.

CRAWFORD COUNTY: Scott met with Director Brad England to discuss possible qualifying equipment upgrades for the upcoming NG911 Grant cycle. (Scott)

HOWELL AND WRIGHT COUNTIES: Discussion with both Nate Franks and Jeff Holman regarding the currently grant funded NG911 project they are working on. Questions answered to this point and information sent to Nate Franks. (Scott)

MONROE COUNTY: Phone messages sent to Director Blair Joiner for a call back reference NG911 needs and the possibility of joining the NE Missouri ESInet. (Scott)

Missouri 911 Service Board

LMS Report May 2023



Number of PSAPs signed up with Virtual Academy as of March 2023: 61

Number of PSAPs signed up with Virtual Academy as of May 2023: 72

Number of Registered Users as of March 2023: 1090

Number of Registered Users as of May 2023: 1285

Notes:

- Board Staff has ongoing weekly meetings with Virtual Academy representatives and attends individual jurisdiction orientations when possible.
- During the Spring MPSC Conference Virtual Academy had a vendor booth reserved where they will be provided a system overview as well as requesting more PSAP participation.
- The Board has worked with MSPCC officials to add a business card advertisement on the LMS system and the AED system in the conference packets and to have the information available for conference attendees.
- The contract with Virtual Academy for 2023 has been renewed and upgraded to their enterprise pricing. The Board approved this upgrade due to the level of participation and continued growth that the system is seeing. This upgrade provides up to 2300 telecommunicators and 911 staff to join the system and participate in Continued education across the state.
- There are 2 upcoming meet and greet sessions where existing or new users interested in hearing how the system is being used in different 911 centers across the state. They are currently scheduled for June 5th and 7th at 2pm virtually. Virtual Academy has sent out detailed save the date information to PSAPs in Missouri.
- The Missouri 911 Service Board in cooperation with the Mid-America Regional Council's 911 Public Safety Program, is pleased to announce the PTSD911 documentary film will soon be available to Missouri dispatchers through the Virtual Academy system.
- Due to the successful rollout of the Virtual Academy LMS across Missouri VA will be doing a case study pulling content hours and comparing courses taken and telecommunicators registered. This case study will be similar to a study conducted Tennessee Emergency Communications Board (TECB)

Missouri 911 Service Board

AED Report May 2023



Number of PSAPs signed up with PulsePoint: 22 (This is estimated by PulsePoint based on orientations)
Anyone who has downloaded the PulsePoint AED app can add AED information, but the app downloads are not tracked by PulsePoint.

Number of Counties in Missouri with at least 1 AED registered: 64

Number of Registered AEDs in MO as of March 2023: 2829

Number of Registered AEDs in MO as of May 2023: 2940

Notes:

- Ongoing discussions to promote the PulsePoint app statewide through email and newsletter notifications from the Board and reaching out to other EMS partners.
- Board members and Board staff have met with Kayla Riel the CARES (Cardiac Arrest Registry to Enhance Survival) Coordinator for MU Health Care to discuss promoting PulsePoint to the Health and EMS agencies around the state that are interested in supporting and possibly administering this effort in their jurisdiction.
- Ongoing discussions on how AEDs that are in the registry are going to be checked (annual fire inspection, continued crowd-sourcing, etc.) to ensure they are still in place and functional. Jason estimates AEDs that are taken care of can usually last about 10-15 years.
- Worked with PulsePoint contacts and developed Board specific marketing materials for the PulsePoint Application see an example below. These ad materials were printed and added to MPSCC conference packets and totes.
- Ongoing discussions with PSAPs and directors when meeting with them regarding the AED registry.




Here are my initial thoughts: 10x10 pop-up canopy tent with weights. Table (provided by fire) with fitted table cloth w/ message on the front. 10 ft long banner to stretch across back/upper side. On the table would be clear plastic holders for flyers, stickers, pencils, etc.

Pop-Up Canopy Tent (table and chairs provided by fire dept)

Discover savings with Alexa on the Amazon app Alexa Learn more

[Back to results](#)



Roll over image to zoom in

VIDEO

MASTERCANOPY Durable Ez Pop-up Canopy Tent with Roller Bag (10x10, White)

Visit the MASTERCANOPY Store
★★★★★ 7,252 ratings

-18% \$154⁹⁵ (\$1.55 / Sq Ft)
List Price: ~~\$189.95~~

prime One-Day
FREE Returns

Get a \$100 Gift Card: Pay \$54.95 ~~\$154.95~~ upon approval for the Amazon Prime Rewards Visa Card. No annual fee.

Size: **10x10**

6.6x6.6 8x8 **10x10** 12x12

Color: **White**

Enhance your purchase

Payment plans
\$15.11/mo (12 mo) at example APR of 30% (rates from 10-30% APR)

Color	White
Brand	MASTERCANOPY
Material	Quality Steel,300D UPF50+ Fabric
Water Resistance Level	Water Resistant

Banner for backside of canopy tent 2.5x10 \$90





Roll over image to zoom in



Custom Table Cloth Cover 6ft with Business Logo or Your Text Stretch Personalized Tablecloth Spandex Customize with Logo for Birthday Wedding Anniversary Tradeshow Events

Brand: Luincas
★★★★☆ 81 ratings

\$82⁹⁹

Save more Apply 5% coupon [Terms](#)

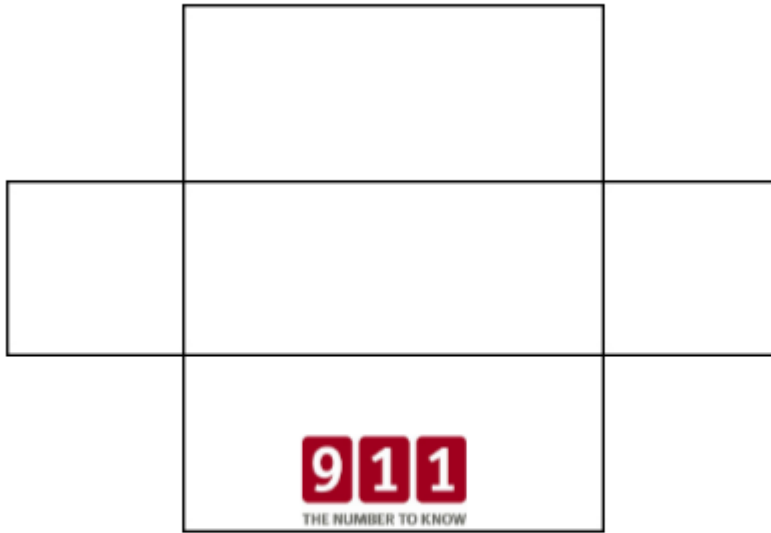
Pay \$13.83/month for 6 months, interest-free upon approval for the Amazon Prime Rewards Visa Card

Size: 6 ft

4 ft \$68.99	5 ft \$80.99	6 ft \$82.99	8 ft \$90.99
-----------------	-----------------	------------------------	-----------------

Brand	Luincas
Material	Spandex
Product Dimensions	97.64"L x 75.59"W
Shape	Rectangular
Pattern	Letter Print

About this item



Back to results



Roll over image to zoom in



OMNINOVA 8.5 x 11 Acrylic Sign Holder, 3 Pack Double-Sided Flyer Holder with Slant Back and Upright Feature, Clear Plastic Paper Display Table Stand for Office, Store

Visit the OMNINOVA Store
 ★★★★★ 70 ratings

-9% \$19.99

List Price: \$21.99

prime

FREE Returns

Get a \$100 Gift Card: Pay \$0.00 \$49.99 upon approval for the Amazon Prime Rewards Visa Card. No annual fee.

Material Type:

3 Pack 8.5 x 11 inch

Color: Transparent

Material: 3 Pack 8.5 x 11 inch

Brand: OMNINOVA

Base Type: Pedestal

Assembly required: Yes

About this item

RESULTS



2 pack



2 Pack Clear Acrylic Pencil Pen Holder Cup, Desk Accessories Holder, Makeup Brush Storage Organizer, Modern Design Desktop Stationery Organizer for Office School Home Supplies, 2.6x 2.6x 4 inches

Brand: Cerpourt

★★★★★ 2,008 ratings

Amazon's Choice for "coffee stirrers holder"

Lowest price in 30 days

-27% \$7.99 (\$4.00 / Count)

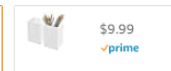
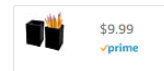
List Price: \$10.99

prime One-Day

FREE Returns

Get a \$100 Gift Card: Pay \$0.00 \$7.99 upon approval for the Amazon Prime Rewards Visa Card. No annual fee.

Color: Clear



Roll over image to zoom in

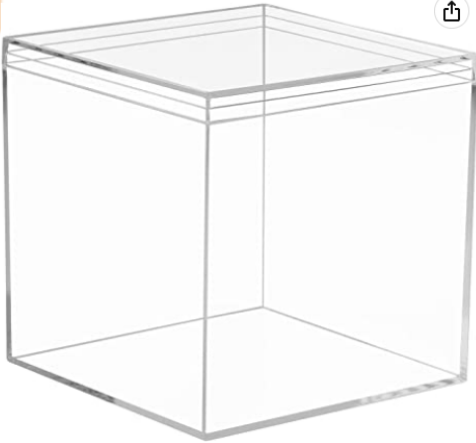


2 VIDEOS

Usage

Lipsticks, Pencil, Brush

Back to results



Roll over image to zoom in



Clear Acrylic Square Cube Plastic , Worasign Plastic square cube containers with Lid Plastic Storage Boxes 3.9x3.9x3.9 Inches for Candy Pill ,Tiny Jewelry Beads, Coins, and findings, Craft Supplies, Sewing

Brand: Worasign

★ ★ ★ ★ ☆ 2 ratings

\$11.99

prime

FREE Returns

Size: 3.9x 3.9x 3.9 inches

3.9x 3.9x 3.9 inches
\$11.99
prime

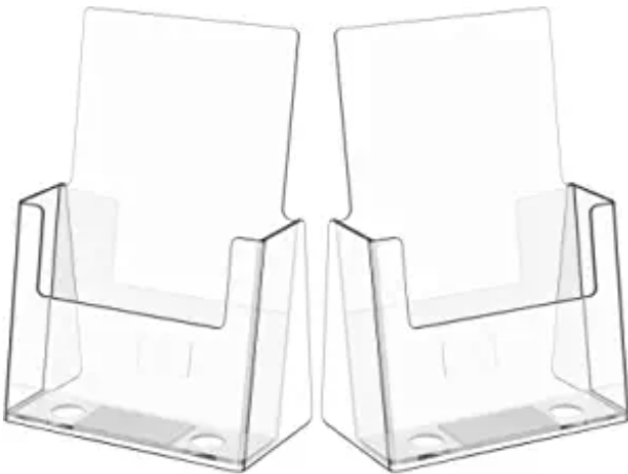
4.7 x 4.7x 4.7 inches
\$12.99
prime

5.9x 5.9x 5.9 inches
\$16.99
prime

7.9 x 7.9x 3.9 inches
\$26.99
prime

Brand	Worasign
Material	Polypropylene, Acrylic
Product Dimensions	3.9"L x 3.9"W x 3.9"H
Opening Mechanism	Lift Off Lid
Shape	Rectangular, Square

Back to results



Roll over image to zoom in



MaxGear Acrylic Brochure Holder 6 x 9 Inches, Clear Literature Holder Acrylic Countertop Organizer Plastic Flyer Display Stand Clear Bi-fold Magazine Holder for Pamphlet, Booklet, Menu, 2 Pack

Visit the MaxGear Store

★ ★ ★ ★ ☆ 20 ratings

Amazon's Choice for "brochure display stand 6x9"

-11% \$16.99

Was: \$18.99

prime One-Day

FREE Returns

Exclusive Prime price

Get a \$100 Gift Card: Pay \$0.00 \$16.99 upon approval for the Amazon Prime Rewards Visa Card. No annual fee.

May be available at a lower price from other sellers, potentially without free Prime shipping.

Number of Items: 2

2
\$16.99
prime

6
\$32.39
prime

- High Quality Acrylic Material--Our acrylic brochure holder is made of premium clear acrylic which is 2mm thick. Brochure holder won't be too

Office Depot® Brand Mobile Folding Cart With Lid, 16"H x 18"W x 15"D, Black

Item #987304 | 
★★★★☆ 4.4 (1186)



1 / 8

Description

Specs

Reviews

40 purchased in the last 24 hours


\$39.99/each

- 1 +

Add To Cart

Also available in

Select An Option

 **Next Business Day Delivery**
Next Business Day Delivery: 60 In Stock

 **Same Day Delivery**
If ordered before 5:00pm In Stock

 **Free In-Store or Curbside Pickup** ⓘ
Ready in 20 minutes In Stock
In Stock At 4201 Main Street, Kansas City, MO 64111
[Check Another Store](#)

Others also purchased

 **Linon Casimer 6-Drawer Rolling Home Office Storage Cart...**
★★★★☆ (99)
\$64.99 each

Tent weights (sand not included- 50 lb bags of sand at Home Depot at \$4)

ABCCANOPY Heavy Duty Weight Bags, 185lb



 Stitched carrying handle for easy portability.

Strap with velcro stitching in the middle to hold sand more tightly.


Made out of quality material, durable enough to fit with sand, rocks.

Roll over image to zoom in



Visit the ABCCANOPY Store
★★★★☆ 2,556 ratings

\$18⁹⁵

 **prime One-Day**
FREE Returns

Get a \$100 Gift Card: Pay \$0.00 ~~\$18.95~~ upon approval for the Amazon Prime Rewards Visa Card. No annual fee.

May be available at a lower price from other sellers, potentially without free Prime shipping.


Size: Large

Large	medium
\$18.95	\$17.95

Brand ABCCANOPY
Material Sand
Color black-plus
Product Dimensions 17.7"L x 5"W x 26"H
Closure Type Hook & Loop

About this item

\$18⁹⁵

 **prime One-Day**
FREE Returns

FREE delivery **Tomorrow, April 29**

Or FREE delivery **Overnight 7 AM - 11 AM** on qualifying orders over \$25. Order within 10 hrs 4 mins

Ships from nearby

 Deliver to Saralyn - Kearney 64060

In Stock

Qty: 1

Add to Cart

Buy Now

Payment Secure transaction
Ships from Amazon
Sold by #1 Instant Shelter
Returns Eligible for Return, Re...

Details

Add a gift receipt for easy

Missouri 911 Service Board Operating Assigned Fund

Overview

The Missouri 911 Service Board designates the creation of an OPERATING ASSIGNED FUND effective March 15, 2022. The general purpose of the fund is to help to ensure the long-term financial stability of the organization and position it to respond to varying economic conditions and changes affecting the organization's financial position and the ability of the organization to continuously carry out its mission.

Objectives

The Missouri 911 Service Board will maintain a Board-Designated Operating Assigned Fund to achieve the following objective(s):

1. To enable the organization to sustain operations through delays in payments of committed funding and to accept reimbursable contracts and grants without jeopardizing ongoing operations.
2. To promote public and funder confidence in the long-term sustainability of the organization by preventing chronic cash flow crises that can diminish its reputation and force its leaders to make expensive short-term crisis-based decisions.
3. To provide assurance to the employees and staff who depend upon the Missouri 911 Service Board for employment through financial stability of the organization.

Allowable Investments

The Finance Committee shall recommend the investment of MO 911 Service Board Operating Assigned Funds to the Board of Directors within the following parameters:

1. Federally insured Certificates of Deposit not to exceed \$100,000 per institution.
2. Short-term (less than twelve months) direct obligations of the U.S. Government, its agencies and instrumentalities.

Maturity

The Operating Assigned Funds shall invest in securities appropriate for a one-to-three-year investment horizon.

Balances

The Operating Assigned Fund shall consist of no less than 90 days of funds needed for the operation of the 911 Service Board. This amount will include payments made for employees, legal, accounting, administrative staff.

~~The Operating Assigned Fund shall not be a separate bank account but shall be a sub-category of Fund Balances listed as part of our Governmental Fund Balance Sheet and tracked as such.~~

The balance in the Operating Assigned Fund can be updated to the most current 90 day need by general board action.

Reporting

A report shall be prepared on a semi-annual basis to be presented to the Finance Committee, which shall

in turn be present the report to the Board. The report will include a schedule of investments, interest income year to date, current yield and total return.



Missouri 911 Service Board

Profit and Loss YTD Comparison

July 2022 - April 2023

	TOTAL			
	JUL 2022 - APR 2023	JUL 2021 - APR 2022 (PY)	CHANGE	% CHANGE
Income				
911 Service Income	3,492,100.82	3,662,337.85	-170,237.03	-4.65 %
988 (DMH Consulting)	4,932.25		4,932.25	
Federal Grant		188,052.91	-188,052.91	-100.00 %
Investments				
Interest-Savings, Short-term CD		4,223.17	-4,223.17	-100.00 %
Total Investments		4,223.17	-4,223.17	-100.00 %
MO DOR Funds for System Updates		312,675.00	-312,675.00	-100.00 %
Other Types of Income				
Interest Income-Checking	6,023.89		6,023.89	
Miscellaneous Revenue	1,357.02	40.00	1,317.02	3,292.55 %
Rebate-Business Credit Card	72.70		72.70	
Total Other Types of Income	7,453.61	40.00	7,413.61	18,534.03 %
Total Income	\$3,504,486.68	\$4,167,328.93	\$ -662,842.25	-15.91 %
GROSS PROFIT	\$3,504,486.68	\$4,167,328.93	\$ -662,842.25	-15.91 %
Expenses				
Board Expense				
Conferences	250.00	1,705.10	-1,455.10	-85.34 %
Meals	99.56	410.73	-311.17	-75.76 %
Mileage		751.41	-751.41	-100.00 %
Travel	401.25	2,729.67	-2,328.42	-85.30 %
Total Board Expense	750.81	5,596.91	-4,846.10	-86.59 %
Board Priorities				
Grants		2,475,794.69	-2,475,794.69	-100.00 %
Support Systems		500.00	-500.00	-100.00 %
Total Board Priorities		2,476,294.69	-2,476,294.69	-100.00 %
Contract Services				
911 Campaign Expenses	6,450.38		6,450.38	
Dispatcher Job Marketing	40,728.94		40,728.94	
Total 911 Campaign Expenses	47,179.32		47,179.32	
Accounting Fees	2,834.05	7,525.00	-4,690.95	-62.34 %
Attorney fees	18,545.50	14,011.00	4,534.50	32.36 %
Government Affairs	64,000.00		64,000.00	
Insurance - Crime		3,734.00	-3,734.00	-100.00 %
Management Services	96,000.00	140,200.00	-44,200.00	-31.53 %
Outside Contract Services	11,055.32	11,100.00	-44.68	-0.40 %
Regional Coordination	43,000.00	51,600.00	-8,600.00	-16.67 %
Travel	1,291.20		1,291.20	
Total Contract Services	283,905.39	228,170.00	55,735.39	24.43 %



Missouri 911 Service Board

Profit and Loss YTD Comparison

July 2022 - April 2023

	TOTAL			
	JUL 2022 - APR 2023	JUL 2021 - APR 2022 (PY)	CHANGE	% CHANGE
Emergency Telephone Number Fund	-0.05		-0.05	
1st Class Counties				
Jackson County	177,269.70	183,427.59	-6,157.89	-3.36 %
St. Charles County	70,173.49	84,697.48	-14,523.99	-17.15 %
St. Louis City	90,252.34	121,169.28	-30,916.94	-25.52 %
St. Louis County	172,989.95	232,315.36	-59,325.41	-25.54 %
Total 1st Class Counties	510,685.48	621,609.71	-110,924.23	-17.84 %
Other Counties	1,082,600.99	1,207,476.09	-124,875.10	-10.34 %
Total Emergency Telephone Number Fund	1,593,286.42	1,829,085.80	-235,799.38	-12.89 %
Employee Expenses				
Cell Phone	1,061.45	1,015.30	46.15	4.55 %
Employee Mileage	844.17		844.17	
Insurance - Work Comp	1,567.00	1,575.00	-8.00	-0.51 %
Payroll Taxes	7,886.71	7,402.52	484.19	6.54 %
Salary Expense	98,000.00	93,500.00	4,500.00	4.81 %
Travel & Meetings	4,327.61		4,327.61	
Total Employee Expenses	113,686.94	103,492.82	10,194.12	9.85 %
NG911 Federal Grant Expenses		390,998.83	-390,998.83	-100.00 %
Lodging		1,712.86	-1,712.86	-100.00 %
Meals		1,638.25	-1,638.25	-100.00 %
Travel		5,399.84	-5,399.84	-100.00 %
Total NG911 Federal Grant Expenses		399,749.78	-399,749.78	-100.00 %
Office Expense				
Dues & Fees	210.90		210.90	
Postage	156.00	118.00	38.00	32.20 %
Printing and Copying	789.92	400.25	389.67	97.36 %
Supplies	2,704.42	517.82	2,186.60	422.27 %
Website & Technology	11,603.60	3,521.90	8,081.70	229.47 %
Total Office Expense	15,464.84	4,557.97	10,906.87	239.29 %
Other Types of Expenses				
Bank Charges	1,672.81	236.27	1,436.54	608.01 %
Total Other Types of Expenses	1,672.81	236.27	1,436.54	608.01 %
Training & Education				
Scholarships		2,000.00	-2,000.00	-100.00 %
Training	97,768.00	54,066.00	43,702.00	80.83 %
Total Training & Education	97,768.00	56,066.00	41,702.00	74.38 %
Total Expenses	\$2,106,535.21	\$5,103,250.24	\$ -2,996,715.03	-58.72 %
NET OPERATING INCOME	\$1,397,951.47	\$ -935,921.31	\$2,333,872.78	249.37 %



Missouri 911 Service Board

Profit and Loss YTD Comparison

July 2022 - April 2023

	TOTAL			
	JUL 2022 - APR 2023	JUL 2021 - APR 2022 (PY)	CHANGE	% CHANGE
Other Income				
MO Discount	82.59	96.52	-13.93	-14.43 %
Total Other Income	\$82.59	\$96.52	\$ -13.93	-14.43 %
Other Expenses				
Reserve Transfer	627,385.26		627,385.26	
Total Other Expenses	\$627,385.26	\$0.00	\$627,385.26	0.00%
NET OTHER INCOME	\$ -627,302.67	\$96.52	\$ -627,399.19	-650,019.88 %
NET INCOME	\$770,648.80	\$ -935,824.79	\$1,706,473.59	182.35 %



Missouri 911 Service Board

Budget vs. Actuals: FY2023 Budget - FY23 P&L

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
911 Service Income	3,492,100.82	4,100,000.00	-607,899.18	85.17 %
988 (DMH Consulting)	4,932.25	146,000.00	-141,067.75	3.38 %
Investments				
Interest-Savings, Short-term CD		7,000.00	-7,000.00	
Total Investments		7,000.00	-7,000.00	
Other Types of Income				
Interest Income-Checking	6,023.89		6,023.89	
Miscellaneous Revenue	1,357.02		1,357.02	
Rebate-Business Credit Card	72.70		72.70	
Total Other Types of Income	7,453.61		7,453.61	
Total Income	\$3,504,486.68	\$4,253,000.00	\$ -748,513.32	82.40 %
GROSS PROFIT	\$3,504,486.68	\$4,253,000.00	\$ -748,513.32	82.40 %
Expenses				
Board Expense				
Conferences	250.00		250.00	
Interpreter		2,000.00	-2,000.00	
Meals	99.56		99.56	
Mileage		5,000.00	-5,000.00	
Travel	401.25		401.25	
Total Board Expense	750.81	7,000.00	-6,249.19	10.73 %
Board Priorities				
Grants		3,000,000.00	-3,000,000.00	
Improve Basic 911 Services		40,000.00	-40,000.00	
Learning Management System		36,000.00	-36,000.00	
Total Board Priorities		3,081,000.00	-3,081,000.00	
Contract Services				
911 Campaign Expenses	6,450.38		6,450.38	
Dispatcher Job Marketing	41,160.60		41,160.60	
Total 911 Campaign Expenses	47,610.98		47,610.98	
Accounting Fees	2,885.05	3,500.00	-614.95	82.43 %
Attorney fees	18,545.50	45,000.00	-26,454.50	41.21 %
Auditor		5,000.00	-5,000.00	
Government Affairs	64,000.00	65,000.00	-1,000.00	98.46 %
Insurance - Crime		2,200.00	-2,200.00	
Insurance - D&O ELP		2,000.00	-2,000.00	
Management Services	96,000.00	115,200.00	-19,200.00	83.33 %
Outside Contract Services	13,273.28		13,273.28	
Regional Coordination	43,000.00	51,600.00	-8,600.00	83.33 %
Travel	1,291.20		1,291.20	
Total Contract Services	286,606.01	289,500.00	-2,893.99	99.00 %



Missouri 911 Service Board

Budget vs. Actuals: FY2023 Budget - FY23 P&L

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Emergency Telephone Number Fund	-0.05	2,269,411.41	-2,269,411.46	0.00 %
1st Class Counties				
Jackson County	177,269.70		177,269.70	
St. Charles County	70,173.49		70,173.49	
St. Louis City	90,252.34		90,252.34	
St. Louis County	172,989.95		172,989.95	
Total 1st Class Counties	510,685.48		510,685.48	
Other Counties				
Adair County	5,918.65		5,918.65	
Andrew County	2,550.58		2,550.58	
Atchison County	934.19		934.19	
Audrain County	3,663.52		3,663.52	
Barry County	8,199.06		8,199.06	
Barton County	6,602.47		6,602.47	
Bates County	10,925.14		10,925.14	
Benton County	11,636.96		11,636.96	
Bollinger County	6,171.06		6,171.06	
Boone County	37,361.01		37,361.01	
Buchanan County	25,239.20		25,239.20	
Butler County	22,626.71		22,626.71	
Caldwell County	4,299.46		4,299.46	
Callaway County	12,670.63		12,670.63	
Camden County	18,342.33		18,342.33	
Cape Girardeau	25,378.97		25,378.97	
Carroll County	989.73		989.73	
Carter County	2,011.90		2,011.90	
Cass County	5,860.45		5,860.45	
Cedar County	10,621.78		10,621.78	
Chariton County	1,192.80		1,192.80	
Christian County	11,268.50		11,268.50	
City of Sikeston	2,656.85		2,656.85	
Clark County	674.06		674.06	
Clay County	33,704.32		33,704.32	
Clinton County	4,074.42		4,074.42	
Cole County	14,084.47		14,084.47	
Cooper County	7,106.55		7,106.55	
Crawford 911	9,707.78		9,707.78	
Dade County	2,038.85		2,038.85	
Dallas County	2,057.30		2,057.30	
Daviess County	407.73		407.73	
DeKalb County	7,099.83		7,099.83	
Dent County	6,920.59		6,920.59	
Douglas County	11,679.52		11,679.52	



Missouri 911 Service Board

Budget vs. Actuals: FY2023 Budget - FY23 P&L

July 2022 - June 2023

	TOTAL			% OF BUDGET
	ACTUAL	BUDGET	OVER BUDGET	
Dunklin County	15,837.46		15,837.46	
Franklin County	31,603.81		31,603.81	
Gasconade 911	5,657.94		5,657.94	
Gentry County	1,424.62		1,424.62	
Greene County	106,758.55		106,758.55	
Grundy County	4,592.14		4,592.14	
Harrison County	4,902.74		4,902.74	
Henry County	5,108.28		5,108.28	
Hickory County	6,583.80		6,583.80	
Holt County	691.59		691.59	
Howard County	2,863.47		2,863.47	
Howell County	6,693.15		6,693.15	
Iron County	3,307.93		3,307.93	
Jasper County	44,958.66		44,958.66	
Jefferson County	21,626.67		21,626.67	
Johnson County	3,867.88		3,867.88	
Knox County	320.17		320.17	
Laclede County	20,758.39		20,758.39	
Lafayette County	10,407.87		10,407.87	
Lawrence 911	29,848.32		29,848.32	
Lewis County E911	2,532.77		2,532.77	
Lincoln County	11,084.00		11,084.00	
Linn County E 911	2,806.52		2,806.52	
Livingston County	8,257.67		8,257.67	
Macon County	3,530.10		3,530.10	
Madison County	5,539.09		5,539.09	
Maries County	1,987.21		1,987.21	
Marion County 911	6,026.43		6,026.43	
McDonald County	4,595.54		4,595.54	
Mercer County	2,006.47		2,006.47	
Miller	9,719.91		9,719.91	
Mississippi County	4,011.37		4,011.37	
Moniteau 911	4,435.86		4,435.86	
Monroe County	1,005.01		1,005.01	
Montgomery County	4,011.80		4,011.80	
Morgan County	8,629.47		8,629.47	
New Madrid County	12,047.96		12,047.96	
Newton County	38,124.81		38,124.81	
Nodaway County	2,765.52		2,765.52	
Oregon County	4,492.66		4,492.66	
Osage County	226.07		226.07	
Ozark County	6,652.75		6,652.75	
Pemiscot County	6,681.39		6,681.39	



Missouri 911 Service Board

Budget vs. Actuals: FY2023 Budget - FY23 P&L

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Perry County	7,523.63		7,523.63	
Pettis County	20,007.09		20,007.09	
Phelps County 911	14,341.88		14,341.88	
Pike County 911	6,866.25		6,866.25	
Platte County	0.00		0.00	
Polk 911	22,531.94		22,531.94	
Pulaski County 911	12,703.42		12,703.42	
Putnam County	1,224.08		1,224.08	
Ralls County 911	2,903.80		2,903.80	
Randolph County	4,587.89		4,587.89	
Ray County 911	13,838.06		13,838.06	
Reynolds County	1,701.35		1,701.35	
Ripley County	6,727.69		6,727.69	
Saline County	2,057.04		2,057.04	
Schuyler County	644.29		644.29	
Scotland County	671.14		671.14	
Scott County	6,500.92		6,500.92	
Shannon County	1,852.69		1,852.69	
Shelby County	335.53		335.53	
St. Clair County	5,879.04		5,879.04	
St. Francois County 911	20,815.14		20,815.14	
Ste. Genevieve County	4,003.66		4,003.66	
Stoddard County	16,686.38		16,686.38	
Stone County	5,057.81		5,057.81	
Sullivan County	559.34		559.34	
Taney County	29,303.57		29,303.57	
Texas County	13,996.50		13,996.50	
Vernon County	17,049.94		17,049.94	
Warren County 911	5,324.31		5,324.31	
Warrenton County	689.01		689.01	
Washington County 911	8,439.44		8,439.44	
Wayne County	6,466.24		6,466.24	
Webster County	2,565.92		2,565.92	
Worth County	457.38		457.38	
Wright County 911	2,627.43		2,627.43	
Total Other Counties	1,082,600.99		1,082,600.99	
Total Emergency Telephone Number Fund	1,593,286.42	2,269,411.41	-676,124.99	70.21 %
Employee Expenses				
Cell Phone	1,153.75	1,200.00	-46.25	96.15 %
Employee Mileage	2,605.33	3,500.00	-894.67	74.44 %
Insurance - Work Comp	1,567.00	1,500.00	67.00	104.47 %
Payroll Taxes	8,672.57	9,721.24	-1,048.67	89.21 %



Missouri 911 Service Board

Budget vs. Actuals: FY2023 Budget - FY23 P&L

July 2022 - June 2023

		TOTAL		
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Salary Expense	106,750.00	127,075.00	-20,325.00	84.01 %
Travel & Meetings	4,858.65	9,000.00	-4,141.35	53.99 %
Total Employee Expenses	125,607.30	151,996.24	-26,388.94	82.64 %
NG911 Federal Grant Expenses		500,000.00	-500,000.00	
Office Expense		2,000.00	-2,000.00	
Dues & Fees	210.90		210.90	
Postage	156.00	2,500.00	-2,344.00	6.24 %
Printing and Copying	789.92		789.92	
Supplies	2,704.42	4,000.00	-1,295.58	67.61 %
Website & Technology	13,523.60	8,500.00	5,023.60	159.10 %
Total Office Expense	17,384.84	17,000.00	384.84	102.26 %
Other Types of Expenses				
Bank Charges	1,711.81		1,711.81	
Total Other Types of Expenses	1,711.81		1,711.81	
Training & Education				
Training	97,768.00		97,768.00	
Total Training & Education	97,768.00		97,768.00	
Total Expenses	\$2,123,115.19	\$6,315,907.65	\$ -4,192,792.46	33.62 %
NET OPERATING INCOME	\$1,381,371.49	\$ -2,062,907.65	\$3,444,279.14	-66.96 %
Other Income				
MO Discount	89.91		89.91	
Total Other Income	\$89.91	\$0.00	\$89.91	0.00%
Other Expenses				
Reserve Transfer	627,385.26	349,757.65	277,627.61	179.38 %
Total Other Expenses	\$627,385.26	\$349,757.65	\$277,627.61	179.38 %
NET OTHER INCOME	\$ -627,295.35	\$ -349,757.65	\$ -277,537.70	179.35 %
NET INCOME	\$754,076.14	\$ -2,412,665.30	\$3,166,741.44	-31.25 %



Missouri 911 Service Board

Balance Sheet
As of April 30, 2023

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Central Bank Account	3,214,422.11
Hawthorn Bank Account	0.00
Total Bank Accounts	\$3,214,422.11
Accounts Receivable	
A/R - State of Missouri	330,379.69
Total Accounts Receivable	\$330,379.69
Other Current Assets	
Receivable from State of MO	0.00
Undeposited Funds	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$3,544,801.80
TOTAL ASSETS	\$3,544,801.80
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
A/P - Counties	-0.03
Accounts Payable	175,943.43
Grants Payable	78,972.17
MO DOR Returned Funding	514.69
Total Accounts Payable	\$255,430.26
Credit Cards	
Central Bank Credit Card	6,045.96
Total Credit Cards	\$6,045.96
Other Current Liabilities	
Accrued Vacation	7,516.48
County Payable @ 40% (deleted)	
Bollinger Payable	0.00
Total County Payable @ 40% (deleted)	0.00
Credit Card Payable	0.00
Direct Deposit Liabilities	0.00
MO DOR Overpayment	0.00
Payroll Liabilities	0.00
Payroll Taxes Payable	0.00
Salaries Payable	0.00
Total Payroll Liabilities	0.00



Missouri 911 Service Board

Balance Sheet
As of April 30, 2023

	TOTAL
Total Other Current Liabilities	\$7,516.48
Total Current Liabilities	\$268,992.70
Total Liabilities	\$268,992.70
Equity	
Board Appt'd Loans/Grants - RE	0.00
Operating Funds	627,385.26
Retained Earnings	1,877,775.04
Net Income	770,648.80
Total Equity	\$3,275,809.10
TOTAL LIABILITIES AND EQUITY	\$3,544,801.80