

9-1-1 Service Board Meeting

Wednesday October 12, 2022

3:00 – 5:00 p.m.

Missouri Public Safety Communications Conference

Embassy Suites by Hilton Kansas City International Airport - **Salon A/B**
7640 NW Tiffany Springs Pkwy, Kansas City, MO 64153

Join Via Computer:

<https://us06web.zoom.us/j/85870651932>

Join Via Telephone: +1 312 626 6799

Meeting ID: 870 6104 8818

AGENDA

- I. **Action Item:** Roll Call
- II. **Action Item:** Review/Approve Agenda
- III. **Action Item:** Review/Approve August Minutes
- IV. **ARPA NG911 Funding Projects**
 - a. **Action Items:** State GIS Project/Funding
 - i. **Action Item:** GIS recommendations (Shawn)
 - ii. **Action Item:** Project Assessment Quotation (PAQ) – NG911 MO Aerial Imagery Collection – Flights 2023 & 2024 (Brian)
 - 1. Vendor Initial Contact (MO State Contract)
 - 2. Partnerships with MDC, DNR and MGISAC
 - iii. **Action Item:** GIS RFP Data Remediation (Shawn)
 - b. **Update Item:** State NG911 Project/Funding (Scott)
 - i. Review NG911 workplan
- V. **Director's Update**
 - a. NG911 GIS Presentations
 - i. SE MO GIS Consortium (Cape Girardeau)
 - ii. Missouri Assessor's Conference (Lake Ozark)
- VI. **Update/Discussion Item:** Federal NG911 Funding (Kaycee)
- VII. **Discussion:** Staffing shortage issue/response (Scott)

- a. **Possible Action Item:** Proposal - Public Relations Campaign (Brennan Kimball)

VIII. **Update/Discussion Item:** 988

- a. 988 Report (Brian)
- b. Pilot Update (Lisa)
- c. Messaging Update (Kaycee)

IX. **Update/Action:** Review/approve timeline of significant action (Kaycee)

X. **Update Items: Board Initiatives**

- a. Learning management system report (Brian)
- b. Grant/Loans (Kaycee)
- c. Statewide AED – Update/Report (Kaycee/Brian)

XI. **Discussion Item:** Public Education (Lisa & Jason)

- a. Education Memo – 911 (Brian)

XII. **Discussion Item:** Committee Updates

- a. Finance Committee (Jason)
 - i. Financials August 2022
- b. Training Committee (Brian)

XIII. **New Business**

XIV. **Public Comment**

XV. **Action Item:** Adjourn

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

Next Meeting:



Minutes: 911 Service Board Meeting

Tuesday, August 30 (Virtual)

12:00 – 12:30 Closed Meeting, 1:00 – 3:00pm Open Meeting

Join Via Computer: <https://us06web.zoom.us/j/87061048818>

Join Via Telephone: +1 312 626 6799

Meeting ID: 870 6104 8818

MOTION TO	MOTION MADE BY	SECONDED BY	APPROVED (Y/N)
Go into closed meeting pursuant to RSMo 610.021 to discuss personnel matters	Jason White	Lisa Schlottach	Yes 7-0 Unanimous roll call* <i>Herring/Person absent</i>
Return to open meeting	Sheriff Stephen Korte	Jason White	Yes 6-0 White, Korte, Wells, Snider, Schlottach, Bond
Approve agenda	Jason White	Dr. Kenneth Scott	Yes 7-0 Unanimous roll call* <i>Herring/Person absent</i>
Approve June 2022 minutes	Kevin Bond	Jason White	Yes 7-0 Unanimous roll call* <i>Herring/Person absent</i>
Approve six-month grant extension for the counties of Polk, Randolph, and Wright	Dr. Kenneth Scott	Jason White	Yes 8-0 Unanimous roll call*
Move forward with an updated RFP for NG911 GIS services based upon state guidance	Dr. Kenneth Scott	Jason White	Yes 7-0 Unanimous roll call* <i>Herring absent, Bond abstain</i>
Approve quarterly financial report (Financials April – July 2022)	Lisa Schlottach	Dr. Kenneth Scott	Yes 8-0 Unanimous roll call* <i>Herring absent</i>
Adjourn	Lisa Schlottach	Dr. Kenneth Scott	Yes 8-0 Unanimous roll call* <i>Herring absent</i>

*Roll Call Attached



**911 Service Board – Roll Call
August 30, 2022**

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

September 30, 2022 (Vote by email)

MOTION TO	MOTION MADE BY	SECONDED BY	APPROVED (Y/N)
To approve six-month grant extensions for the counties/elected emergency services boards of Polk; Wright; Greene; ACCD-Mercer	Dr. Kenneth Scott	Jason White	Yes 8-0 Dr. Kenneth Scott Jason White Mike Snider Lisa Schlottach Kevin Bond Sheriff Stephen Korte Alan Wells James Person

MISSOURI 911 SERVICE BOARD NG911 WORK PLAN

Project Introduction

The project seeks to expand Next Generation 911 (NG911) in Missouri. Technology will allow call-takers to receive location, texts, videos, pictures, and other multimedia communication; facilitate interoperability and improve connections between 911 call centers; improve resiliency in the first responder network; provide call centers with an automatic backup for call taking and processing.

This project is funded through the state ARPA budget (3020) for a total of \$18 million:

- Part One: \$8 million - Geographic Information Systems (GIS)
- Part Two: \$10 million - NG911

Project Background/Readiness: The board has completed a series of activities to prepare for the GIS and NG911 projects. Future NG911 projects will build upon these previous investments, as well as existing regional partnerships that have been developed through Board initiatives.

Activities Related to GIS

- ✓ Established a GIS committee consisting of 911 professionals and subject matter experts
- ✓ Set Missouri GIS standards based on national best practices
- ✓ Completed the Statewide GIS Assessment including individual assessments of Missouri localities' GIS data
- ✓ Held educational sessions for NG911 GIS readiness for Missouri PSAPs
- ✓ Engaged state and local stakeholders, and actively participate on the State GIS Advisory Committee
- ✓ Supported GIS improvements through the Board's grant and loan program

Activities Related to NG911

- ✓ Established an NG911 committee consisting of 911 professionals and subject matter experts
- ✓ Completed a statewide NG911 feasibility study evaluating the state's NG911 readiness, and developing recommendations for next steps
- ✓ Established three multi-county ESInets through the Board's grant and loan program

NG911 ARPA Project Program Highlights

Builds on the Board's Current Grant Process

Grant Priority Areas

Priorities:

- Include one or more PSAPs located in a jurisdiction with a 911 service level of basic ("no 911 equipment")
- Consolidate PSAPs
- Move PSAPs up in service level
- Meet the NENA i3 Solution Standard for Emergency Service IP Network
- Become NG911 Compatible
- Add text-to-911

Additional Considerations:

- Projects that address award priority areas in a cost-efficient manner
- Projects with outcomes focused on call-taking and citizen locating
- Projects that address the highest-need areas
- Projects that move the whole state forward
- Existing infrastructure
- Sustainability – willingness to contribute a local investment; commitment to long-term funding mechanisms (e.g. putting a 911 tax on the ballot)

Process

Grant Review:

- Process for the Board's grant program is governed by state statute and codified in the state code of rules and regulations
- Review committee consisting of Board Members and 911 Association Representatives/Subject Matter Experts
- Additional highlights for ARPA projects: rolling application process; monthly meeting of the Board's review committee to consider applications; provide technical assistance if counties demonstrate need

50% Local Match on \$10 million in NG911 funding

NG911 Match Sources

- Board's Trust Funding dedicated to ARPA project
- Prepaid funds returned to counties considered an automatic match
- Existing 911 expenditures considered a match - county revenue (911 taxes, sales taxes, local GR, etc.) dedicated to current local 911 operations
- Document local match over the life of the project

Determination of Local Need for Match Support/Waiver Option

- **Eligibility Criteria** for reduction or waiver of the required match
 - County is already dedicating local funds to other NG911-related ARPA projects (e.g. broadband) – consider those funds a match for both relevant projects
 - Demonstration of financial need
- **Requirements** for match reduction or waiver
 - Commitment to put a 911 tax on the ballot by a certain date
- **Ineligibility** for reduction or waiver of the required match
 - Political Subdivision has unspent/unobligated ARPA funds
 - *Modify grant application to include a statement of how applicant political subdivisions have expended ARPA funds:*
 - *Appropriated/obligated*
 - *Used to date*
 - *Total available*
 - *Expecting to apply for other ARPA funds/grants & what those match dollars are*
 - *If they have other funds they would be able to put towards this project County, local, etc.*
 - *Total local match*
 - *Total project cost*

Project Amount: \$18 Million (HB 3020 - 20.115)

- Part One: \$8 million - Geographic Information Systems (GIS)
- Part Two: \$10 million - NG911

Relevant Missouri 911 Service Board Committees:

Next Generation 911 Committee:

- Alan Wells, Board Chairman
- Dr. Kenneth Scott, Board Vice-Chairman
- Chief Michael Snider, Board Member
- Lisa Schlottach, Board Member
- Jason White, Board Member
- Chuck Farr, MO National Emergency Number Association Representative
- Udell Mentola, MO-APCO Representative
- Robert Dickson, MO 911 Directors Association Representative
- JR Webb, Springfield-Green County 911 (subject matter expert)
- Jeff Holman, Wright County 911 (subject matter expert)
- Sarah Newell, Polk County 911 (subject matter expert)
- Hassan Al-Rubaie, Mid-America Regional Council (subject matter expert)

Grants and Loans Committee:

- Alan Wells, Board Chairman
- Sheriff Stephen Korte, Board Member
- Sheriff Rodney Herring, Board Member
- Lisa Schlottach, Board Member
- Jason White, Board Member
- Lisa McCool Rataczak, MO National Emergency Number Association Representative
- JR Webb, MO-APCO Representative
- Kevin Wieberg, MO 911 Directors Association Representative

GIS Committee

- *Members of the Grants & Loans Committee, and*
- Saralyn Hayes, Mid-America Regional Council (subject matter expert)
- Nathan Huggins, Springfield GIS (subject matter expert)

- James Theisen, Pettis County GIS (subject matter expert)

Anticipated Personnel Needs:

- Grant Compliance/ARPA Liaison
- NG911 Project Manager
- GIS Project Manager
- Administrative Support

Part One: \$8 million - GIS

Primary Stakeholders:

- Department of Public Safety
- Missouri GIS Advisory Council
- Department of Economic Development - Broadband Office
- Department of Conservation
- Department of Natural Resources
- Office of Administration office of the CIO
- State Tax Commission
- County Assessors
- Department of Mental Health - 988
- Missouri Highway Patrol

Additional State Agencies and Local Organization benefiting from GIS Mapping:

- Public Service Commission
- Department of Revenue
- Department of Transportation
- State Emergency Management Agency
- County Local Governments
- Councils of Governments

Project Components:

TASK A - NG911 Compliant GIS initiative

GIS data, analysis, and visualization are necessary to ensure that every emergency call in the NG911 environment is delivered to the correct 911 center, the caller is located accurately, the appropriate response is dispatched based on proximity and availability, and responders are dispatched to the emergency location expeditiously. Further, NG911 allows for the alternate routing of 911 calls to other PSAPs. It is imperative that telecommunicators in these PSAPs

have access to GIS data in and beyond their respective boundaries and the boundaries of supported PSAPs to allow for alternative call routing.

NG911 Requirements of GIS Data

- NG911 requires higher levels of GIS data standardization and attribute detail than GIS data used for existing E911 systems. Significant effort must be made by each jurisdiction to ensure that their local GIS data layers are accurate, maintained on a regular basis, and conform to NG911 requirements.
 - Missouri 911 Service Board issued an RFP for evaluation of current local GIS data against the NG911 approved GIS standard (NENA-STA-006.1.1-2020) and the completed report was delivered December 2021.
 - NG911 will rely heavily on the support of local data stewards to create and maintain geospatial data that supports NG911. The effort needed to meet the standards is recognized by the Board and it proposes a Grant Program that will aid local data stewards in either the creation or updating of local GIS data to meet NG911 data standards and requirements.
 - GIS Data Grant Program
 - Develop a formula to reimburse counties for data remediation. The 2021 GIS Gap Analysis Report will serve as a starting point for identifying highest need localities. The funding formula for the GIS Grants will be based on several factors:
 - Population
 - Data Quality
 - GIS Staff
 - NG911 Data Dissemination
 - Once established, store the statewide layers at Missouri Spatial Data Information Service (MSDIS) to allow access for all interested parties.
 - The Board submits already cleaned/scrubbed data to MSDIS for entry into their existing system
 - There should be no costs associated with this based on our conversations with MSDIS

Task B - NG911 High Resolution Aerial Imagery

High resolution aerial imagery and remote-sensing data provide a foundation for the creation and maintenance of NG911 foundational data.

- Collaborate with the Missouri GIS Advisory Council (MGISAC) and its Data Development Committee to identify aligned goals as well as ongoing imagery projects that can be leveraged to cost share and prevent duplication of efforts. These projects have been identified thus far:
 - Missouri Department of Conservation (MDC) – Secured ~\$250,000 for imagery.

- Ameren – Doing a flight next year (2022) and are potentially willing to partner in Missouri
 - Provide opportunity for local or other governmental entities to buy up their jurisdictional area to a higher resolution aerial imagery
- MGISAC Data Development Committee will assist in the determination of the best aerial imagery resolution to meet the needs of the Missouri NG911 community along with other stakeholders throughout the state.
 - 6 or 12 inch imagery is a decision that will require input from stakeholders across Missouri
- The Missouri Spatial Data Information Service (MSDIS) is Missouri's primary spatial data clearinghouse. They are responsible for collecting and distributing vector data, aerial photography, and LiDAR elevation data that are generated, updated, and funded by a variety of Missouri's state, local, and regional agencies and governments.
 - The Board anticipates supporting MSDIS for hosting and dissemination of the statewide GIS data as well as the high resolution aerial imagery.

TASK C - NG911 GIS Data Validation and Aggregation Portal

NG911 requires that statewide GIS data be seamless and standardized. There are several steps in this process: 1. Baselineing (snapshot in time of readiness on which to measure progress), 2. Data Mitigation (building and cleaning data in anticipation of an ESInet (NG9-1-1 information ecosystem) deployment), and 3. Maintenance (routine validation and aggregation when ESInet is deployed).

This task requires that the Board secure a solution for PSAP data validation and aggregation. There are various companies that offer Software as a Service (SaaS) that perform this service. The GIS Committee, MGISAC, and other local stakeholders will provide input on the best validation and aggregation portal that will best meet the needs of Missouri's PSAPs and ESInets.

Part Two: \$10 million - NG911

NG911 modernizes 911 infrastructure to accommodate how people communicate today—largely through mobile and digital devices. NG911 allows the public to send digital data to 911 call centers, or public safety answering points (PSAPs), and lets the PSAPs receive data from other transmitting devices such as wearable medical devices, car computers and building alarms. NG911 enables faster network communication and call load sharing between PSAPs. In mass casualty incidents or natural disasters—when the PSAP becomes overwhelmed by calls—NG911 allows for calls to be automatically transferred and processed by another available 911 call center.

NG911 components include both technology, hardware, and software:

- NG911 solutions include key elements such as Next Generation 911 core systems (ESInet, GIS, and MIS), call handling, and other emergency services.
- Requires all PSAPs and 911 dispatch centers have an IP phone system that follows NENA i3 Standards.
- Requires that data from various sources (video feeds, smartphones, smart devices) are correctly logged and securely stored- this should also include comprehensive backups

Project Components:

Implementation of these NG911 components requires strategic implementation that includes:

- Identify regions/areas to target for NG911 ranked by various factors including:
 - Highest need
 - Existing infrastructure and efforts, etc.
 - Stakeholder buy in
- Issue RFP for a consultant to evaluate county readiness for NG911 Implementation
- Develop plan for NG911 implementation based on the evaluation of county readiness and stakeholder buy in.

The Missouri 911 Service Board has successfully implemented a grant/loan framework for Missouri PSAPS. This program was developed with consideration for state priorities, cost efficiencies, and local needs This model would be utilized for the distribution of the ARPA funding for NG911.

Approved NG911 equipment list and/or standards that NG911 equipment needs to meet to be considered for approval. Part of the Board's NG911 Grant Program would include a listing of approved equipment. This list would be created based on the recommendations of the subject matter experts on the Next Generation 911 Committee, members of which maintain complex NG911 systems across Missouri.

Project Costs By Region				
Region	ESInet Costs	NGCS Costs	GIS Costs	Totals
1	\$2,202,156.00	\$461,759.20	\$514,127.60	\$3,178,042.80
2	\$897,324.00	\$612,376.80	\$874,016.92	\$2,383,717.72
3	\$3,725,008.00	\$2,479,755.60	\$1,028,255.20	\$7,233,018.80
4	\$1,575,804.00	\$410,062.80	\$1,336,731.76	\$3,322,598.56
5	\$2,355,228.00	\$1,522,659.60	\$1,542,382.80	\$5,420,270.40
6	\$1,359,112.00	\$758,878.40	\$1,028,255.20	\$3,146,245.60
7	\$8,525,272.00	\$5,951,940.40	\$257,063.80	\$14,734,276.20
8	\$2,647,604.00	\$1,291,572.80	\$1,542,382.80	\$5,481,559.60
Statewide	\$0.00	\$1,967,796.00	\$854,840.40	\$2,822,636.40
Totals	\$23,287,508.00	\$15,456,801.60	\$8,978,056.48	\$47,722,366.08
Notes				
1. ESInet Costs - Costs associated with the build-out/stand-up of an Emergency Services IP Network, including costs associated with connecting all Missouri PSAP's.				
2. NGCS Costs - Costs associated with adding Next Generation Core Services to the ESInet enabling geospatial call routing along with the provisioning of additional data to PSAP's including wireless caller advanced location information such as height above ground level elevation.				
3. GIS Costs - Costs associated with county by county GIS data development, improvement and NG9-1-1 readiness along with the cost to establish a GIS data repository to process and maintain the GIS data used for NG9-1-1.				
4. Above costs do not include the Mid America Regional Council, ACCDM 911 Region in Northwest MO, the Macon-Marion Northeast MO Region or the Polk Co Regional group that are already using or are actively deploying an ESInet and/or NGCS.				

Missouri 911 Service Board

988 Report October 2022



Initial Roll-out Period: July 2022-September 2022

Number of meetings attended by Board members and Board Staff: 17

Number hours spent assisting the 988 effort: 19.25 hours

Notes:

- Pilot in Gasconade County being developed and worked on by Lisa Schlottach and her local 988 center. The Pilot uses Active 911 and local CAD changes/tweaks for the notification of the 988 center for calls that can be handled by 988.
 - Lisa has also drafted an MOU to work with this notification process with her local 988 center that addresses instances of potential transfer and when the 988 center needs emergency assistance for a caller.
- FAQs were drafted and used at the Missouri State Fair for 911 folks that may have had questions during their staffing of the Booth. These FAQs are being used in the drafting of more formal FAQs to share amongst the 988 and 911 communities by the Department of Mental Health.
- Board members and staff regularly meet with 988 representatives on 988 Task Force meetings as well as 988/911 subcommittees as well as messaging committees.
- Ongoing discussions on the best way to promote 988 to public safety partners occur at this meeting.
- A panel discussion is scheduled at the MPSC Conference with Board members Staff, PSAP representatives and Department of Mental Health staff to discuss the statewide efforts and to be available to answer any questions from local PSAPs.
- Board members and staff maintain an hours tracking sheet for submission of reimbursement to the Department of Mental health.

Missouri 911 Service Board

LMS Report October 2022



Initial Roll-out Period: June 2022-September 2022

Number of PSAPs signed up with Virtual Academy: 12

Number of Administrative Accounts: 32

Number of Registered Users: 229

Hours of Training (Stock and External Courses): 157.2

Number of different courses taken: 29

Notes:

- Board Staff has ongoing weekly meetings with Virtual Academy representatives.
- Initial roll-out has been to PSAPs that have volunteered to test the site and services and provide feedback.
- A recorded Board regional meeting from July was uploaded to VA based on some feedback requesting more statewide content. This allowed telecommunicators to see projects and updates on what's going on at the state level that they might not have had access to previously.
- Ongoing discussions on additional state uploads include 988 FAQs and recorded webinars.
- During the Fall MPSC Conference Virtual Academy has a training/presentation session reserved where they will be providing a system overview as well as requesting more PSAP participation and will be handing out worksheets for easy uploading of Personnel into VA for their individualized PSAP site.

OUTSTANDING PROJECTS

Funding Cycle	Project Completion Deadline	County	911 Authority or Entity	Project	Project Amount	Latest Progress Updates - September 2022
Winter 2020	3/22/2022 Extended until 9/22/2022 Extended until 3/22/2023	Polk (Lead) Cedar Hickory St. Clair	- Polk County 911 Emergency Services Board/ Central Dispatch of Polk County - Cedar County Sheriff's Office - Hickory County Sheriff's Office - St. Clair County Sheriff's Office	Four-County Regional 911 System: Virtual Consolidation, establishment of an ESInet and moving 3 basic counties and Polk to NG911 compliant CPE. Contracting with InDigital for the ESInet and Commenco for the call processing equipment.	\$877,835.54	September 2022 - All counties named in project Polk, Cedar, Hickory and St Clair have CPE equipment installed and operational. We have been working on carrier migration over the past several months. Polk has cut all carriers and is complete with the project, as it was easier due to having 9-1-1 trunks and being enhanced prior to project start. Our completion date has run behind due to parts and unforeseen mapping issues. We are back on track with migrations.
Winter 2020	3/22/2022 Extended until 9/22/2022 Extended until 3/22/2023	Wright Howell Ozark Douglas	Wright County Emergency Communications Center Howell County Emergency Services/Howell County 911 Ozark County Sheriff's Department Douglas County Sheriff's Department	Phone equipment upgrade for Wright and Howell counties and new equipment for Ozark and Douglas Counties. A virtual consolidation between all 4 counties to provide 911 to all counties. using Solacom and an ESInet between the counties.	\$770,200.00	September 2022: Howell and Wright County are operational with the new PSAP equipment. <ul style="list-style-type: none"> Ozark County, waiting on final installation from Centurylink/Lumen, it is scheduled for completion of installation on October 20, 2022. The hardware is installed, just waiting on Centurylink/Lumen to complete there portion of the installation. Douglas County, waiting on GEO COMM to finish the mapping portion, which they are close. Douglas County waiting on Centurylink/Lumen to install the hardware. They are waiting on the Modems to come in and the installation of the ANI/ALI Circuits. Still waiting on a date from Centurylink/Lumen.
Summer 2021	9/27/22 Extended until 3/27/2023	Greene Jasper	Springfield-Greene County 911 Jasper County Emergency Services Board	Virtual Consolidation with geo redundant 911 CPE network nodes for Greene and Jasper County Mo. First step of a plan to offer full next gen services in region 3.	\$439,654.61	Entire project is complete and operational with the exception of the LTE back up circuit between the servers at Greene and Jasper. Due to supply chain issues, ATT has not been able to procure FirstNet High Power User Equipment that is required to make a suitable network connection at Jasper/Joplin.
Summer 2021	9/27/22 Extended until 3/27/2023	ACCD Mercer	Dekalb County ACCD Board Mercer County Sheriff's Office	"Regional Shared 9-1-1 Call Handling Equipment, ESInet & NG9-1-1 Services Project Dekalb to become NG911 compatible - Mercer to move from Basic to Phase II "	\$1,250,000.00	The INDigital ESInet connectivity between the host site (Cameron PD) and the remote sites is operational, including the wireless backup using FirstNet. The Vesta call handling equipment is installed and operational. The GIS work for Mercer County is complete. The local telecom service provider and wireless carrier migrations to INDigital for Mercer Co have taken longer than expected - Commenco just made some programming and configuration changes with the shared Vesta equipment to allow for more granular call detail reporting in the stats and data management packages and it was agreed that this new data needs to be collected for at least 30 days to make sure the requested reports can be generated prior to issuing final system acceptance
Summer 2021	9/27/22 Extended until 3/27/2023	Macon Marion Schuyler Scotland	Macon County Enhanced 911 Marion County Emergency Services Board Schuyler County Sheriff Scotland County Sheriff	Regional 911 System - Virtual consolidation in the Northeast, and bringing three basic 911 counties to Phase II	\$745,069.78	911 Answering position equipment has been received by vendor and installation is pending. GIS clean up of mapping data for Scotland and Schuyler Counties is underway, with anticipated creation and completion of the MSAG by the end of November, and total completion of data by the end of the 1st quarter 2023. Hardware from InDigital has been partially installed in Macon, and database information ordered from Legacy DB providers.

COMPLETED PROJECTS					
Funding Cycle	Project Completion Deadline	County	911 Authority or Entity	Project	Project Amount
Summer 2020	9/1/2021 (COMPLETED)	Cape Girardeau	Cape Girardeau County Emergency Management Agency	Federal Match - Text-to-911	\$9,140
Summer 2020	9/1/2021 (COMPLETED)	Dunklin	Dunklin County 911 Board	Equipment to move from E-911 to Phase II	\$26,292.50
Summer 2020	9/1/2021 (COMPLETED)	Holt	Holt County Sheriff Office	Advancing towards NENA3/NG911 Compatibility - Fiber to the 911 center and 2 AVTEC Consoles and Priority Dispatch EMD implementation	\$16,563
Summer 2020	9/1/2021 (COMPLETED)	Macon	Macon Co. 911 Board	Federal Match - Phase One of Replacing Legacy System w/ NG911 Compatible System - Phase one of virtually consolidating with NE MO Communications Equipment (Marion - currently serving three counties)	\$56,724.56
Summer 2020	9/1/2021 (COMPLETED)	Newton	Newton County Central Dispatch Center	Federal Match - text-to-911	\$12,599.47
Summer 2020	9/1/2021 (COMPLETED)	Scott	Scott County E911	Upgrade to be NG911 Compliant, text-to-911, virtually consolidate with Sikeston	\$250,000.00
Fall 2020	12/4/2021 (COMPLETED)	Benton	Benton County Central Dispatch	Contracting with GeoComm to update a GIS dataset that was created for the PSAP 15 years ago and consolidating with more recent Assessor office data. GIS ata should be NG911 compliant at end of project.	\$5,000.00
Fall 2020	12/4/2021 (COMPLETED)	Dallas	Dallas County 911 Board	Text to 911 though Intrado with 5 years maintenance (Received Federal NG911 grant dollars and looking for match), GIS Data analysis and software from GeoComm and needed computer hardware, Zeton Command IQ mobile console system with base and mobile radios and accessories. Omnigo CAD.	\$23,015.60
Fall 2020	12/4/2021 (COMPLETED)	Lawrence	Lawrence County Emergency Services Board	Aurora/Lawrence County PSAP Physical Consolidation	\$6,928.42
Fall 2020	12/4/2021 (COMPLETED)	Pettis	Pettis County Joint Communications (Pettis County Sheriff's Office & Sedalia Police Department currently, but consolidating 2021)	Motorola CallWorks Purchase (NG911 Federal Grant match) and 911 Addressing and GIS Data Improvements by SAM.	\$245,895.30
Fall 2020	12/4/2021 (COMPLETED)	Phelps Maries	- Phelps County Emergency Services Board - Rolla Central Communications - Maries County 911	Collaborative 911 Service Upgrade with CentralSquare 911CallPro	\$242,047.13
Winter 2020	3/22/2022 (COMPLETED)	Atchison	Atchison County 911	CAD server replacement	\$9,162.11
Winter 2020	3/22/2022 (COMPLETED)	Pike	Pike County 911 Board	Dispatch mapping upgrade for NG911	\$13,310.00
Winter 2020	3/22/2022 EXTENDED until 9/22/2022 (COMPLETED)	Boone Cole	Boone County Joint Communications Jefferson City - Cole County 911	Tellus Unify CAD-to-CAD Virtual Data Sharing Network - Purchase will be made using Boone County's existing contract with Central Square (formerly Superior) which was obtained via Sole Source. Jefferson City will piggy-back off this contract.	\$78,870.00
Winter 2020	3/22/2022 EXTENDED until 9/22/2022		Macon #2	Install 3 radio consoles at Macon to interconnect Macon and Knox county with NECOMM radios. (Phase 3 of an ongoing project in NE MO)	\$94,853.40
Winter 2020	3/22/2022 EXTENDED until 9/22/2022	Reynolds	Reynolds County 911 Communication Board	SDR 911 Dispatch Software upgrade. ATOS Hardware install for ALI data.	\$12,670.00
Winter 2020	3/22/2022 EXTENDED until 9/22/2022	Randolph	Moberly Randolph County Joint Communications Center	To replace an outdated and unsustainable operating system with a Zetron powered system which would allow us to meet all NG911 and NENA3 requirements, link virtually to other PSAPS and also provide Text to 911	\$87,694.68
Summer 2021	9/27/22 COMPLETED	Wright (Lead) Howell Ozark Douglas	Wright County Emergency Communications Center Douglas County Sheriff's Department	Establishing 911 addressing for Douglas County.	\$44,652.00

Missouri 911 Service Board

AED Report October 2022



Initial Roll-out Period: June 2022-September 2022

Number of PSAPs signed up with PulsePoint: 5 (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 Registered AEDs in MO: 2450

Notes:

- Pilot in the MARC area to ensure the software can provide the assistance the Board was looking for was completed by Saralyn Hayes.
- Initial roll-out has been to PSAPs that have volunteered to test PulsePoint site and services and provide feedback.
- 6 individuals accounting for 5 PSAPs have completed the PulsePoint AED Orientation.
- Ongoing discussions to promote the PulsePoint app statewide through an email from the Board and reaching out to other EMS partners.
- Jason is looking to add and inform the State EMS Director, the CARES folks and the State EMS association and State EMS Advisory Council through a demonstration of PulsePoint and to enlist their aid in promotion statewide.
- 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.

Missouri 911 Service Board (Board)

Timeline of Significant Action

Developed: June 2020

Updated: April 2021

Last Updated: September 2022

UPDATED INFORMATION - MAY 2021 – SEPTEMBER 2022

May 2021

- Board priorities passed in the 2021 General Assembly
 - SB 26 Allows elected emergency services boards to be eligible applicants to the Missouri 911 Service Board Grant & Loan Program. (RSMo 650.335) & Clarifies that 911 telecommunicators shall be eligible for sovereign immunity like other public safety officials (190.307)
 - Board secures \$312k in funds from DOR in the state budget for overpayment made for the DOR accounting software
- Board continues conversations in the General Assembly regarding ARPA funding for GIS and is included in the DPS proposal to the Governor on Department spending priorities (April – May 2021)

June 2021

- Board elects new officers (6/17/21)
 - Chairman - Alan Wells
 - Vice-Chairman - Dr. Kenneth Scott
 - Treasurer - Jason White
 - Secretary - Lisa Schlottach
- Board approves two EMD vendors to provide EMD guidelines to Missouri PSAPs (Priority Dispatch & Powerphone) (6/17/21)
- Board approves FY 2022 budget including more than \$3 million for grant and other state improvement projects (6/17/21)
- Board writes to the Missouri Federal Delegation in support of the Missouri 911 Saves Act (6/21)

June 2022

- Board holds regional meetings (Week of July 19)

August 2021

- Board adopts FCC Guidance as it relates to 911 fee diversion and grant eligibility (paragraph 26, released on June 25, 2021) (8-26-21)
- Board approves new NENA i3 Standard for NG911 as approved by the NENA Executive Board on July 12, 2021 (8-26-21)
- Board establishes an AED workgroup to begin exploring a statewide AED registration/maintenance system (8-26-21)
- Board updates CSR rules to reflect elected emergency service boards as eligible applicants to the Board's grant program (8-26-21)
- Board approves RFP for Learning Management System (LMS) provide improved training delivery; documentation; increased ease of access to 911 trainings (8-26-21)
- Board adopts Air Ambulance Committee report that includes guidance for PSAPs and adopted resolution that outlines priorities for quality air ambulance response services (8-26-21)
- Board adopts Personnel Policy (8-26-21)
- Board approves four grant applications for the Summer 2021 Grant Cycle (8-26-21).
Projects total \$2,618,564.88 & include:
 - DeKalb/Mercer/ACCD Board
 - Greene/Jasper/Joplin
 - Macon/NECOMM/Clark/Schuyler/Scotland
 - Wright/Howell/Ozark/Douglas

September 2021

- Board presents to the House Subcommittee on Federal Stimulus Spending on GIS & NG911

October 2021

- Board staff and representatives travel to Northeast Missouri to meet with Sheriffs and Commissioners regarding a multi-county improvement project and works to develop and improved project proposal (October/November)

- Board presents to the House Special Subcommittee on Broadband Development on GIS & NG911

November 2021

- AED workgroup holds conversations and demos with state agencies and vendors around the country who have statewide AED reporting/maintenance

December 2021

- Board adopts updated financial management policy (12-9-21)
- Board approves interim staffing proposal to support NG911/GIS efforts (12-9-21)
- Board approves a contract amendment for C2C to manage Government Affairs provided by the Penman Group (12-9-21)
- Board approves a material a material project change for Northeast Missouri's approved grant to create a regional Northeast 911 system on a shared ESInet for the counties of Macon (incl. Knox), Marion (incl. Ralls and Lewis), Schuyler and Scotland. This project would bring two counties from a basic level to 911 to NG911 capable and seven counties onto a regional network for a grant amount of \$745,069.78. (12-9-21).
- Board approves NG911 Readiness Assessment Draft Report (12-9-21)
- Board authorizes unspent Federal NG funds to be spent to provide technical assistance to counties in Southeast Missouri (12-9-21)

January 2022

- Governor announces \$8 million in for funding for 911 GIS is in his budget recommendations
- Board approves Missouri GIS Consulting Services Gap Analysis Report including assessments of local jurisdiction's GIS data (1-20-22)

March 2022

- After an RFP and vendor demonstration process, the Board approves Virtual Academy as the state's LMS provider as recommended by the Board's training Committee (3-15-22)
- Board approves Pulsepoint to support Board's statewide AED effort, at no cost, as recommended by the Board's AED workgroup (3-15-22)

- Board adopts a 90-day operating assigned fund policy as proposed by the Finance Committee (3-15-22)
- 911 goes to Washington – Board represents Missouri at the National 911 Goes to Washington Event and meets with a majority of Missouri’s Congressional Delegation to discuss NG911, funding, and other priorities for Missouri (Week of 3-14-22)

April 2022

- Funding for NG911 is added to the state’s proposed ARPA budget
- Board holds GIS vendor roundtable discussion (4-18-22)

May 2022

- Board secures \$18 million in the State ARPA budget for GIS & NG911

June 2022

- Board approves FY 2023 budget including more than \$3 million in funds for Board priorities such as grants and improvement of basic 911 services (6-22-22)
- Board approves three new training providers – MARC, Dade, & MWSU (6-22-22)
- Board writes to Missouri’s Congressional Delegation in support of Federal NG911

July 2022

- Board holds regional meetings (week of July 26)
- Board signs agreement with the Missouri Behavioral Health Council to provide 911 consulting services related to 988

Missouri 911 Service Board

Profit and Loss YTD Comparison

July - August, 2022

	TOTAL			
	JUL - AUG, 2022	JUL - AUG, 2021 (PY)	CHANGE	% CHANGE
Income				
911 Service Income	717,743.14	811,483.25	-93,740.11	-11.55 %
Investments				
Interest-Savings, Short-term CD		1,167.62	-1,167.62	-100.00 %
Total Investments		1,167.62	-1,167.62	-100.00 %
MO DOR Funds for System Updates		312,675.00	-312,675.00	-100.00 %
Total Income	\$717,743.14	\$1,125,325.87	\$ -407,582.73	-36.22 %
GROSS PROFIT	\$717,743.14	\$1,125,325.87	\$ -407,582.73	-36.22 %
Expenses				
Board Expense				
Conferences		555.10	-555.10	-100.00 %
Meals		243.70	-243.70	-100.00 %
Mileage		157.38	-157.38	-100.00 %
Total Board Expense		956.18	-956.18	-100.00 %
Board Priorities				
Support Systems		500.00	-500.00	-100.00 %
Total Board Priorities		500.00	-500.00	-100.00 %
Contract Services				
Accounting Fees	90.00	1,470.00	-1,380.00	-93.88 %
Attorney fees	3,861.00	4,543.00	-682.00	-15.01 %
Government Affairs	10,000.00		10,000.00	
Insurance - Crime		1,867.00	-1,867.00	-100.00 %
Management Services	19,200.00	28,800.00	-9,600.00	-33.33 %
Outside Contract Services	4,000.00		4,000.00	
Regional Coordination	8,600.00	12,900.00	-4,300.00	-33.33 %
Travel	32.24		32.24	
Total Contract Services	45,783.24	49,580.00	-3,796.76	-7.66 %
Emergency Telephone Number Fund				
1st Class Counties				
Jackson County	33,046.12	53,557.40	-20,511.28	-38.30 %
St. Charles County	14,125.56	23,951.61	-9,826.05	-41.02 %
St. Louis City	19,306.84	37,746.79	-18,439.95	-48.85 %
St. Louis County	36,525.12	79,280.90	-42,755.78	-53.93 %
Total 1st Class Counties	103,003.64	194,536.70	-91,533.06	-47.05 %
Other Counties	221,165.60	329,948.45	-108,782.85	-32.97 %
Total Emergency Telephone Number Fund	324,169.24	524,485.15	-200,315.91	-38.19 %

Missouri 911 Service Board

Profit and Loss YTD Comparison

July - August, 2022

	TOTAL			
	JUL - AUG, 2022	JUL - AUG, 2021 (PY)	CHANGE	% CHANGE
Employee Expenses				
Cell Phone	184.60	184.60	0.00	0.00 %
Payroll Taxes	1,300.50	1,307.50	-7.00	-0.54 %
Salary Expense	17,000.00	17,000.00	0.00	0.00 %
Total Employee Expenses	18,485.10	18,492.10	-7.00	-0.04 %
NG911 Federal Grant Expenses		47,119.43	-47,119.43	-100.00 %
Lodging		437.98	-437.98	-100.00 %
Meals		247.50	-247.50	-100.00 %
Travel		382.52	-382.52	-100.00 %
Total NG911 Federal Grant Expenses		48,187.43	-48,187.43	-100.00 %
Office Expense				
Printing and Copying		400.25	-400.25	-100.00 %
Supplies		93.44	-93.44	-100.00 %
Website & Technology	459.28	778.56	-319.28	-41.01 %
Total Office Expense	459.28	1,272.25	-812.97	-63.90 %
Other Types of Expenses				
Bank Charges	276.97	1.00	275.97	27,597.00 %
Total Other Types of Expenses	276.97	1.00	275.97	27,597.00 %
Total Expenses	\$389,173.83	\$643,474.11	\$ -254,300.28	-39.52 %
NET OPERATING INCOME	\$328,569.31	\$481,851.76	\$ -153,282.45	-31.81 %
Other Income				
MO Discount	15.36	20.00	-4.64	-23.20 %
Total Other Income	\$15.36	\$20.00	\$ -4.64	-23.20 %
Other Expenses				
Reserve Transfer	694,039.53		694,039.53	
Total Other Expenses	\$694,039.53	\$0.00	\$694,039.53	0.00%
NET OTHER INCOME	\$ -694,024.17	\$20.00	\$ -694,044.17	-3,470,220.85 %
NET INCOME	\$ -365,454.86	\$481,871.76	\$ -847,326.62	-175.84 %

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	717,743.14	4,100,000.00	-3,382,256.86	17.51 %
988 (DMH Consulting)		146,000.00	-146,000.00	
Investments				
Interest-Savings, Short-term CD		7,000.00	-7,000.00	
Total Investments		7,000.00	-7,000.00	
Other Types of Income				
Miscellaneous Revenue	0.84		0.84	
Total Other Types of Income	0.84		0.84	
Total Income	\$717,743.98	\$4,253,000.00	\$ -3,535,256.02	16.88 %
GROSS PROFIT	\$717,743.98	\$4,253,000.00	\$ -3,535,256.02	16.88 %
Expenses				
Board Expense				
Interpreter		2,000.00	-2,000.00	
Mileage		5,000.00	-5,000.00	
Total Board Expense		7,000.00	-7,000.00	
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				
Accounting Fees	135.00	3,500.00	-3,365.00	3.86 %
Attorney fees	3,861.00	45,000.00	-41,139.00	8.58 %
Auditor		5,000.00	-5,000.00	
Government Affairs	10,000.00	65,000.00	-55,000.00	15.38 %
Insurance - Crime		2,200.00	-2,200.00	
Insurance - D&O ELP		2,000.00	-2,000.00	
Management Services	19,200.00	115,200.00	-96,000.00	16.67 %
Outside Contract Services	4,000.00		4,000.00	
Regional Coordination	8,600.00	51,600.00	-43,000.00	16.67 %
Travel	32.24		32.24	
Total Contract Services	45,828.24	289,500.00	-243,671.76	15.83 %
Emergency Telephone Number Fund				
1st Class Counties				
Jackson County	33,046.12		33,046.12	
St. Charles County	14,125.56		14,125.56	
St. Louis City	19,306.84		19,306.84	
St. Louis County	36,525.12		36,525.12	
Total 1st Class Counties	103,003.64		103,003.64	
Other Counties	221,165.60		221,165.60	

Missouri 911 Service Board

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

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Total Emergency Telephone Number Fund	324,169.24	2,269,411.41	-1,945,242.17	14.28 %
Employee Expenses				
Cell Phone	276.90	1,200.00	-923.10	23.08 %
Employee Mileage		3,500.00	-3,500.00	
Insurance - Work Comp		1,500.00	-1,500.00	
Payroll Taxes	1,950.75	9,721.24	-7,770.49	20.07 %
Salary Expense	25,500.00	127,075.00	-101,575.00	20.07 %
Travel & Meetings		9,000.00	-9,000.00	
Total Employee Expenses	27,727.65	151,996.24	-124,268.59	18.24 %
NG911 Federal Grant Expenses		500,000.00	-500,000.00	
Office Expense		2,000.00	-2,000.00	
Postage		2,500.00	-2,500.00	
Supplies		4,000.00	-4,000.00	
Website & Technology	459.28	8,500.00	-8,040.72	5.40 %
Total Office Expense	459.28	17,000.00	-16,540.72	2.70 %
Other Types of Expenses				
Bank Charges	391.71		391.71	
Total Other Types of Expenses	391.71		391.71	
Total Expenses	\$398,576.12	\$6,315,907.65	\$ -5,917,331.53	6.31 %
NET OPERATING INCOME	\$319,167.86	\$ -2,062,907.65	\$2,382,075.51	-15.47 %
Other Income				
MO Discount	23.04		23.04	
Total Other Income	\$23.04	\$0.00	\$23.04	0.00%
Other Expenses				
Reserve Transfer	694,039.53	349,757.65	344,281.88	198.43 %
Total Other Expenses	\$694,039.53	\$349,757.65	\$344,281.88	198.43 %
NET OTHER INCOME	\$ -694,016.49	\$ -349,757.65	\$ -344,258.84	198.43 %
NET INCOME	\$ -374,848.63	\$ -2,412,665.30	\$2,037,816.67	15.54 %

Missouri 911 Service Board

Balance Sheet
As of August 31, 2022

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Central Bank Account	2,424,373.91
Hawthorn Bank Account	-0.22
Total Bank Accounts	\$2,424,373.69
Accounts Receivable	
A/R - State of Missouri	362,124.04
Total Accounts Receivable	\$362,124.04
Other Current Assets	
Receivable from State of MO	0.00
Undeposited Funds	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$2,786,497.73
TOTAL ASSETS	\$2,786,497.73
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
A/P - Counties	-0.03
Accounts Payable	324,169.25
Grants Payable	247,937.63
MO DOR Returned Funding	514.69
Total Accounts Payable	\$572,621.54
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
Total Other Current Liabilities	\$7,516.48
Total Current Liabilities	\$580,138.02
Total Liabilities	\$580,138.02
Equity	
Board Appt'd Loans/Grants - RE	0.00
Operating Funds	694,039.53

	TOTAL
Retained Earnings	1,877,775.04
Net Income	-365,454.86
Total Equity	\$2,206,359.71
TOTAL LIABILITIES AND EQUITY	\$2,786,497.73