

MISSOURI 911 SERVICE BOARD

DECEMBER REGION MEETINGS

www.missouri911.org

Agenda

- Introductions
- Overview of Board Initiatives
 - Statewide GIS Project
 - NG911 Feasibility Study
 - Grant and Loan Program
 - Training
 - Text-to-911
 - AED Registry
- Updates for PSAPs
 - 2021 PSAP Survey
 - COVID
 - Revenue Collection
 - Suicide Prevention Lifeline Update
 - Telecommunicator Reclassification
 - Meetings
- Developing Partnerships within your Region
- Role of the 911 Service Board

Missouri 911 Board Initiatives: Statewide GIS Project

TASK ONE:

- MO NG9-1-1 GIS Data Model (portion)
 - Completion Goal: 12/23/2020
 - Complete:
 - Road Centerlines
 - Site/Structure Address Points
 - In Progress:
 - Boundaries - Emergency Service, PSAP, Provisioning, Incorporated Municipalities, County
- MO NG9-1-1 Best Practices (portion)
 - Planned to be completed by 1/29/2021

Missouri 911 Board Initiatives: Statewide GIS Project

TASK TWO:

- Individual GIS Assessments and Reports
 - Data Request will begin on January 4th, 2021
 - Requests will be sent to GIS & 9-1-1 from Jessica Frye (GeoComm)
 - Data included in request:
 - Road Centerlines
 - Site/Structure Address Points
 - Emergency Service Boundaries (ESZ or Fire, Law, EMS)
 - PSAP Boundary
 - Provisioning Boundary
 - County Boundary
 - Incorporated Municipality Boundaries
 - ALI
 - MSAG

Missouri 911 Board Initiatives: Statewide GIS Project

TASK TWO:

- What can you start doing now?
 - Request a current copy of your PSAP's ALI and MSAG.
 - Requests often take up to 14 days to fulfill by the provider.
 - The customer name and phone numbers are not needed for the assessment but is highly recommended for use at the PSAP. This information is ignored within the assessment and not provided in the results or report.
 - Requested ALI/MSAG fields for the assessment:
 - house number / house number suffix / ranges
 - all street name fields (pre directional, street name, post type, post directional)
 - ESN
 - MSAG Community

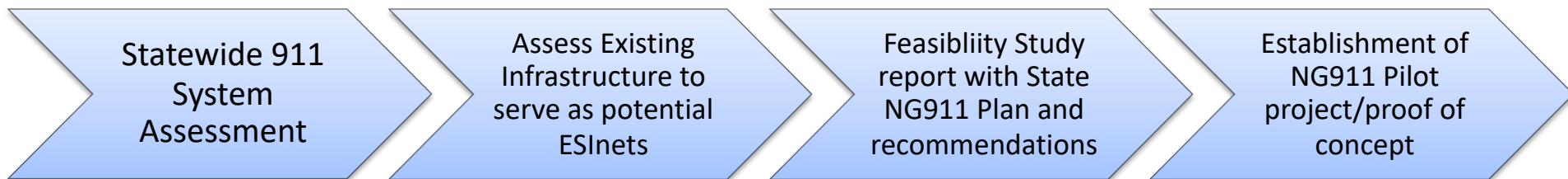
Missouri 911 Board Initiatives: Statewide GIS Project

ACTION ITEMS:

- Request your ALI and MSAG from your provider now.
- Be on the look out for an email from Jessica Frye (jfrye@geo-comm.com) on or after January 4th.

Missouri 911 Board Initiatives: NG911 Feasibility Study

- RFP for NG911 Feasibility Study Consulting Services:
 - Deadline: 5:00pm, Friday, December 18, 2020
 - Target completion date : July 31, 2021.
 - Project Plan and Deliverables:



- View the full RFP at www.missouri911.org/rfps

Missouri 911 Board Initiatives: Grant & Loan Program

- Program Award Areas
 - Include one or more public safety answering points (“PSAPs”) located in a jurisdiction with a 911 service level of basic (defined by the Board to mean “No 911 equipment”);
 - Consolidate two or more PSAPs;
 - Consolidate 911 services within or across defined regions;
 - Move one or more PSAPs up one or more service levels;
 - Meet the NENA i3 Solution Standard for Emergency Services IP Network;
 - Become NG9-1-1 compatible;
 - Include purchasing 911 communications equipment that is currently non-existent (versus replacement of existing 911 communications equipment);
 - Add Text-to-911 (defined as the ability to send a text message to reach 911 emergency call takers from a mobile phone or device).

Missouri 911 Board Initiatives: Grant & Loan Program

- Additional Considerations for Application Review
 - Projects that address award priority areas in the most cost-efficient way possible
 - Projects with outcomes focused on call-taking and citizen locating
 - Projects that address the highest-need areas
 - Projects that help in moving the state forward as a whole

Missouri 911 Board Initiatives: Grant & Loan Program

- Fall 2020 Cycle: Closed October 30, 2020
- Winter 2020/2021 Cycle: Closes January 15, 2020
 - No Cap on Multi-jurisdictional projects

Missouri 911 Board Initiatives: Training

- New Training Submission Procedures
- Board Approved Training Submissions
- Statewide Training Calendar
- RFI: Training System & Services
- www.missouri911.org/training-committee

Missouri 911 Board Initiatives: Text-to-911

- Information available to PSAPs interested in implementing text-to-911 available on the Board's website - www.missouri911.org/text-to-911-psap

Missouri 911 Board Initiatives: AED Registry

- Reviewing options for a statewide registry of AEDs
- Discussion of legislation adjustments to again require the registration of AEDs in Missouri

Updates for PSAPs: PSAP Survey 2021

- Next PSAP Survey - February 2021

Updates for PSAPs: COVID

- Missouri's State of Emergency - Extended through March 31, 2021
 - All waivers and additional polices created related to Missouri's COVID response will remain in effect through the state of emergency
- Vaccination
 - Missouri's plan submitted to the CDC includes vaccinations for telecommunicators and first responders in Phase 1B as critical infrastructure employees - (Phase 1B comes after vaccinations for healthcare providers and staff in long-term care facilities)
 - The Board has been in contact with the Department of Health and Senior Services to advocate that guidance related to telecommunicator vaccinations are issued to local health departments

Updates for PSAPs: Revenue Collection

- Prepaid Revenue Collection (190.460) & Wireless Option Collection (190.455)

IMPORTANT!

Dear Business Owner,

In May 2019, the Missouri General Assembly amended Section 190.460, RSMo., to allow for the implementation of a fee on prepaid wireless telecommunication service charges for E-911 funding. All counties in Missouri had the choice of opting in to this program.

The Department of Revenue is sending this notification to remind all businesses located in opt-in counties of the Prepaid Wireless Emergency Service Charge.

To assist businesses located within the opt-in counties with properly collecting the prepaid wireless telecommunication service charges, the Department encourages you to visit the Department's website at <https://dor.mo.gov/business/pwetsc.php>.

Taxation Division
Post Office Box 3380

Jefferson City, Missouri 65105-3380

Missouri
DEPARTMENT OF REVENUE

Telephone: (573) 751-4876 Fax: (573) 522-1160
E-mail: localgov@dor.mo.gov

MM DD, YYYY

Dear Business Owner,

Section 190.455 RSMo. allows for a city/county to impose a monthly fee on subscribers of any communications service that has been enabled to contact 911. The governing body of your city/county has passed an ordinance to impose this fee.

The Department of Revenue is sending this notification to remind all businesses located in the city/county of the monthly fee.

To assist businesses located within the cities/counties with properly collecting the monthly fee, the department encourages you to visit the department's website at <https://dor.mo.gov/business/pwetsc.php>.

If you require additional information, please contact the Taxation Division at the above address, telephone number, fax number, or e-mail.

Sincerely,

TAXATION DIVISION

Updates for PSAPs: Suicide Prevention Lifeline

- Transition to 10-Digit Dialing for 988 Abbreviated Dialing Code for National Suicide Prevention Lifeline

ATTENTION 911 State/County Coordinators and PSAPs!

Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all customers in the Missouri 314, 417, 660, and 816 Area Codes

Why is the local dialing plan changing?

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. For 988 to work in the Missouri 314, 417, 660, and 816 area codes, 10-digit local dialing must first be implemented.

Does this apply to Missouri?

Yes. Implementation of this Order requires all covered providers to make 10-digit dialing mandatory for all local calls in the entire Missouri 314, 417, 660, and 816 area codes.

Why is 10-digit dialing going to be required in this area code?

The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit local dialing to ensure everyone is able to reach the National Suicide Prevention Lifeline using the 3-digit 988 code.

Will everyone in the 314, 417, 660, and 816 area codes have to dial 10 digits for local calls?

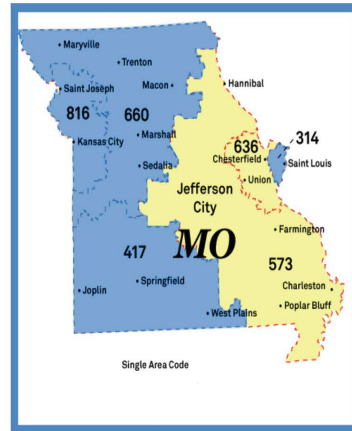
Yes. Every customer with a number from the 314, 417, 660, and 816 area codes will change to **mandatory** 10-digit dialing for local calls. Dialing 7 digits for local calls will be prohibited for all customers in the entire area code.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number. This means that all local calls in the entire 314, 417, 660, and 816 area codes that are currently dialed with 7 digits will need to be dialed using the area code + telephone number.

When will the dialing change begin?

Beginning **April 24, 2021**, you should start dialing 10 digits (area code + telephone number) for all local calls. If you forget and dial just 7 digits, your call will still be completed.



When will the dialing change become mandatory?

Beginning **October 24, 2021**, you must dial 10 digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the 7-digit telephone number.

How does this affect providers of PSAP services and equipment?

All local calls in the 314, 417, 660, and 816 area codes that are currently dialed with 7 digits will need to be dialed using area code + telephone number. **All PSAP equipment**, such as speed dialers and call forwarding equipment with a number from the 314, 417, 660, and 816 area codes and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) for all local calls in the 314, 417, 660, and 816 area codes. Such updates or reprogramming must occur between April 24, 2021 and October 24, 2021 (the permissive dialing period). Starting these efforts before April 24, 2021 may result in 10-digit calls not being completed (if permissive 10-digit dialing has not yet been implemented). And on and after October 24, 2021, 7-digit calls may not be completed.

Any necessary changes for PSAPs in this area code must be completed by October 24, 2021.

What other changes need to be made?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are:

- life safety systems or medical monitoring devices
- PBXs
- fax machines
- Internet dial-up numbers
- fire or burglar alarm and security systems or gates
- speed dialers
- mobile or other wireless phone contact lists
- call forwarding settings
- voicemail services, and other similar functions

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change
- The price of a call, coverage area, or other rates and services will not change due to the dialing change
- What is a local call now will remain a local call regardless of the number of digits dialed
- You will continue to dial 1+ the area code + telephone number for all long-distance calls
- You will continue to dial a prefix when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required
- You can still dial just 3 digits to reach 711 (relay services) and 911 (emergency services)
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, continue to dial these codes with just 3 digits

- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect

When can I begin dialing 988 to reach the National Suicide Prevention Lifeline?

Beginning **July 16, 2022**, dialing “988” will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

Still have questions?

Customers with questions about the dialing change should contact their local service provider, or they can visit the FCC website <https://www.fcc.gov/suicide-prevention-hotline>.

Updates for PSAPs: Telecommunicator Reclassification

- National, and statewide effort to reclassify telecommunicators.
 - “The 911 community continues efforts to update national classification of the 911 Telecommunicator from that of “Office and Administrative Support” to a “Protective Service Occupation.” This reclassification would recognize the work 911 professionals do every day to protect and save the lives of both first responders and the public.”

Updates for PSAPs: Telecommunicator Reclassification

- What you can do: www.911.gov/project_telecommunicatorjobreclassification.html

Your Next Steps

Activities

Understand your job requirements

- ▶ Review your job duties and tasks
- ▶ Identify key components
- ▶ Align job descriptions with current ECC operations
- ▶ Make sure job descriptions include soft skills including training application and knowledge, critical thinking and decision making
- ▶ Document required training, needed

Engage your hiring authority

- ▶ Understand hiring rules
- ▶ Get to know specific requirements
- ▶ Develop a process to keep job descriptions current and updated
- ▶ Learn which platforms your hiring authority uses to recruit applicants
- ▶ Adapt testing procedures to support needed job skills

Consult trusted resources

- ▶ Review model job description
- ▶ Consult other respected ECC job descriptions
- ▶ Conduct a job task analysis to ensure training and job tasks are aligned

Updates for PSAPs: Meetings

- Regional Meetings: Quarterly
- Board Meetings Monthly (View upcoming meetings at missouri911.org/meetings)

Developing Partnerships within Your Region

- Joint Applications
- Virtual Consolidation Options
- Questions for PSAPs
 - What partnerships already exist within your region?
 - How can the board help you expand or improve partnerships?

Role of the Board in Supporting PSAPs

- Advocate for you, your PSAP, your county, and your 911 at the state and federal level - working in concert with MO911 Directors, MONENA, and MOAPCO
- Serve as a liaison between you and the 911 Service Board
- Assist you in identifying funding opportunities (local, state, and federal) for developing partnerships and improving services
- Assist in the development of MOUs, joint purchasing agreements, etc.
- Assist in hosting and facilitating meetings between you and other PSAPs or governing bodies



For questions contact admin@missouri911.org