

# **Missouri Advisory Committee for 9-1-1 Service Oversight**

## **Strategic Plan**

Updated February 2012

### **VISION**

To achieve a communication system in Missouri that allows any citizen or visitor to contact the appropriate emergency services utilizing three digit number 9-1-1 from any communication device.

### **MISSION STATEMENT**

The mission of the Missouri Advisory Committee for 9-1-1 Service Oversight (referred to as “the Committee”) is to assist and advise the key policy makers in regard to the challenges, availability, implementation and enhancement of an emergency communication access number 9-1-1 common to all jurisdictions through research, planning, training and education.

### **ORGANIZATION/GOVERNANCE**

There is no separate agency or department in Missouri state government with statutory responsibility for 9-1-1 as one of its primary functions, and no state level funding stream to support 9-1-1 at the state level. The Missouri State Legislature, through state statute, established a Committee on 9-1-1 Service Oversight, with the Director of Public Safety designated to be the Chair of the Committee. In the late 1990s, 9-1-1 issues at the state level were coordinated through the Office of Administration by executive order. These duties were transferred to the Department of Public Safety, Office of Homeland Security in 2009, and currently fall under the responsibility of the Homeland Security Coordinator. The Office of Homeland Security serves as the state contact point for 9-1-1 issues and is the State Administrative Agent for related grant administration purposes.

### **Missouri Advisory Committee for 9-1-1 Service Oversight Members**

The Committee assists the Governor and General Assembly; aids in collecting and disseminating information relating to use of a universal emergency telephone number; reviews existing and proposed legislation; provides recommendations for model systems considered in preparing a model 9-1-1 service plan; and provides requested mediation services to political subdivisions involved in 9-1-1 jurisdictional disputes. (Authority: RSMo 650.330)

### **Sub-Committees**

The following Sub-Committees have been identified as needed to support ongoing strategic planning and in other ways support Missouri’s 9-1-1 program. A Training Standards Sub-Committee has been a long standing sub-committee, and the other identified sub-committees are being established with Advisory Committee members acting as coordinators of the individual sub-committees. Additional 9-1-1 stakeholder participation from outside of the Committee is recognized as critical to the success of the sub-committees and furtherance of the goals and objectives as outlined in this plan.

#### **1. Legislative**

- Provide recommendations regarding proposed legislation as it relates to 9-1-1

#### **2. Professional Standards**

- A. Training Standards/Certification
  - Basic certification.
  - Continuing education.

- Administrative.
  - Course/Provider approval.
  - Promote model training practices.
  - B. Operating / Technical Standards
    - Identify and promote model operating policies, practices, and procedures.
    - Identify and promote model technical standards.
  - C. Grant/Funding Peer Review
- 3. Technical**
- Inventory of 9-1-1 status in Missouri.
  - Identify technology best practices.
  - Identify and evaluate emerging technologies.
  - Explore shared solutions.
- 4. Education/Outreach**
- Education and outreach to elected officials.
  - Education and outreach to public safety leadership.
  - Education and outreach to other stakeholders.
  - Education and outreach to the public.

## GOALS

- 1. Provide information regarding existing revenue capabilities and alternative funding methods for enhanced 9-1-1 services within existing governance structure.**
- 2. Encourage and promote the implementation of enhanced 9-1-1 in all jurisdictions within Missouri.**
- 3. Identify and encourage jurisdictions to utilize existing and future investments in communication infrastructures.**
- 4. Establish a state level professional certification process for 9-1-1 telecommunicators.**
- 5. Identify and promote appropriate minimum enhanced 9-1-1 system standards.**

## OBJECTIVES

- 1. (Provide information regarding existing revenue capabilities and alternative funding methods for enhanced 9-1-1 services within existing governance structure.)*
  - 1a. Evaluate language in any proposed changes to State law to insure language is inclusive of revenues from all communication devices capable of contacting 9-1-1 for emergency services.**
    - MoNENA and MoAPCO input
    - Solicit input and educate stakeholders, to include state executive leadership, legislators, first responder leadership, and public

- Gather information and make available to policymakers, legislators, and other elected and appointed officials.
2. *(Encourage and promote the implementation of enhanced 9-1-1 in all jurisdictions within Missouri.)*
    - 2a. Encourage adoption of 9-1-1 as Missouri’s emergency telephone number.**
    - 2b. Identify current levels of 9-1-1 service and funding available in each jurisdiction and explore alternatives to address 9-1-1 needs in Missouri.**
    - 2c. Research, advise, assist and educate key stakeholders on the planning, implementation, and operation of enhanced 9-1-1 systems. Promote strategy for jurisdictions currently not providing enhanced 9-1-1 services to implement enhanced 9-1-1**
  3. *(Identify and encourage jurisdictions to utilize existing and future investments in communication infrastructures.)*
    - 3a. Identify existing communication infrastructures supporting 9-1-1.**
    - 3b. Evaluate options of integration of additional communication infrastructures in support of 9-1-1.**
    - 3c. Continually evaluate emerging technologies.**
  4. *(Establish a state level professional certification process for 9-1-1 telecommunicators.)*
    - 4a. Encourage minimum training standards for certification of 9-1-1 telecommunicators.**
    - 4b. Evaluate any proposed enabling legislation for professional 9-1-1 telecommunicator certification.**
  5. *(Identify and promote appropriate minimum enhanced 9-1-1 system standards.)*
    - 5a. Identify and promote model operational standards for PSAPs.**
    - 5b. Identify and promote model technical standards for PSAPs.**

## **BACKGROUND AND ADDITIONAL INFORMATION**

*“1a. Update language in State law to include revenues from all communication devices capable of contacting 9-1-1 for emergency services.”*

9-1-1 is not a “State” program in Missouri. It is not the purpose or intent of the Committee’s Strategic Plan to define or identify a “State” solution to the challenges facing the 9-1-1 system in Missouri. Each county/local jurisdiction is responsible for establishing their own 9-1-1 Center(s)/PSAP(s), and funding them.

Each jurisdiction who has established a 9-1-1 Center/PSAP funds the equipment and staff through one of three funding mechanisms. These mechanisms are:

1. Through collection of a fee from the wireline carriers for wireline telephones within individual jurisdiction.
2. Through local legislative efforts, obtain funding through a portion of the local sales tax.
3. Through local general revenue funding utilizing local tax revenues.

More and more, long distance and local communications are moving from wireline to wireless (Cellular) and voice over Internet Protocol (VoIP) technology. For the first time in the U.S., cellular spending exceeded wireline spending in 2007. The International Association for the Wireless Telecommunications Industry (CTIA) research shows that currently 89% of the population in the U.S. utilize cellular phones for some, if not the majority, of their phone calls. Their research shows that 20.20 % of the households in the U.S. are “Wireless only” households, up from only 7.70 % in 2005 (<http://www.ctia.org/advocacy/research/index.cfm/AID/10323>). Funding stream revenue to Missouri 9-1-1 Centers/PSAPs have diminished drastically in many, if not most, jurisdictions over the last five years. As communications technology continues to change, landline phone usage and the funding mechanisms for 9-1-1 service associated with those landlines will diminish even more, to the point that the 9-1-1 centers depending only on wireline tax levy funding will be forced to cease operation and close.

*“2a. Identify current levels of 9-1-1 service available in each jurisdiction and explore alternatives to address 9-1-1 needs in Missouri.”*

In 2005, Missouri contracted L. Robert Kimball & Associates to report on the “Current Public Safety Answering Point (PSAP) and 9-1-1 Infrastructure”. The results of the report were to give the state a better understanding of what it would take to link PSAPs and other areas without 9-1-1 to the State’s planned Internet Protocol (IP)-enabled network.

Report Summary:

- 17 Counties (now 15 or less) in Missouri have no centralized, single point of dispatch 9-1-1 Center/PSAP
- Only 68 of the 171 PSAPs have Enhanced wireless 9-1-1 service;
- Wireless subscribers continue to exceed wire-line subscribers at an increasing rate;
- The majority of Missouri’s PSAP equipment is more that six years old and most cannot be updated to accommodate new communications technologies;
- Missouri is the only state in the nation that doesn’t have a state wireless service recovery fee;
- Without a state wireless service recovery fee or another funding mechanism, Missouri may never attain statewide enhanced 9-1-1 service and some existing PSAPs may cease to exist.

Of the 15 counties who do not have a centralized, single point of dispatch 9-1-1 Center/PSAP, the public can still utilize the “convenience” of dialing 9-1-1 from both their landline and cellular phones in an emergency, and that call will be answered by a public safety agency in that jurisdiction. However, there is no guarantee that the public safety agency answering the call is the appropriate agency to provide specific services required in any given emergency, and the answering agency often

must forward or place additional calls for service, causing delays in an emergency response. Also, the answering agencies are unable to pinpoint the location of the caller, which is often critical to an effective and timely response by public safety.

*“2b. Research, advise, assist and educate key stakeholders on the planning, implementation, and operation of enhanced 9-1-1 systems. Promote strategy for jurisdictions currently not providing enhanced 9-1-1 services to implement E-9-1-1”*

Education of all stakeholders, to include public safety officials, executive and legislative branches of state government, local elected officials, and the public to the capabilities and shortfalls of Missouri’s “collage” of 9-1-1 systems statewide, will go far in identifying and supporting improvements and other positive changes in the 9-1-1 program. Leadership of stakeholder professional organizations such as MoNENA and MoAPCO is recognized as the key to educational outreach. The Education Outreach Sub-Committee will work with all credible professional stakeholder organizations in this endeavor, on an ongoing basis.

*“3a. Identify existing communication infrastructures supporting 9-1-1.”*

The infrastructure overview as set out in the above described Kimball & Associates report is no longer up to date. Recent ongoing Missouri state level initiatives and investments in a new interoperable communication system for state agencies, a local jurisdiction focused Public Safety Interoperability Communications initiative commonly referred to as the PSIC Grant initiative, and planned broadband internet initiatives are all recognized as a part of the communications infrastructure supporting 9-1-1. This, coupled with private investments in cellular telephone technology, other broadband initiatives, and other emerging technologies all impact the 9-1-1 infrastructure, and must be factored into decision making at all levels, relative to Missouri’s 9-1-1 program.

*“3b. Evaluate options of integration of additional communication infrastructures in support of 9-1-1.”*

As the overall communications infrastructure to include public safety communications systems, wireline and wireless telecommunications networks, broadband, and other emerging technologies continue to develop and evolve, it will be imperative that Missouri’s 9-1-1 system evolve with it. There is vast diversity among the county and local jurisdictions who own the 9-1-1 infrastructure. One of the major challenges for the immediate future of 9-1-1 in Missouri is related to being able to adequately fund upgrades and maintenance of the 9-1-1 infrastructure.

*“3c. Continually evaluate emerging technologies.”*

All stakeholder communities in the 9-1-1 infrastructure have an interest to insure that the appropriate emerging technologies are explored and evaluated. Through close liaison and support from professional organizations such as MoNENA and MoAPCO, which are affiliated with a national level organization, the Committee will insure that decision makers at all levels have the information to make the best decisions relative to 9-1-1 in Missouri.

*“4a. Encourage minimum training standards for certification of 9-1-1 telecommunicators.”*

The Training Sub-committee that is already organized is working on addressing minimum training standards. Like all of the Sub-Committees, only through involvement and participation of

stakeholders beyond the membership of this Committee, can we identify the training standards best needed to serve the citizens of Missouri when there is an emergency and 9-1-1 is accessed.

*“4b. Evaluate any proposed enabling legislation for professional 9-1-1 telecommunicator certification.”*

While it is not within the scope of this Committee’s mission to propose or lobby for legislation, the Committee is tasked by statute to: “ Review existing and proposed legislation and make recommendations as to changes that would improve such legislation”.

*“5a. Identify and promote model operational standards for PSAPs.”*

A sub-committee is being established to specifically address professional standards, to include operational standards.

*“5b. Identify and promote model technical standards for PSAPs.”*

A sub-committee is being established to specifically address professional standards, to include technical standards.

**MISSOURI 9-1-1 STAKEHOLDERS** (not listed in any order)

1. 9-1-1/ PSAPs Directors
2. County Commissioner’s Association of Missouri (CCAM)
3. Department of Public Safety (DPS)
4. Governor’s Homeland Security Advisory Council (HSAC)
5. Mid-America Regional Council (MARC)
6. Missouri Association of Councils of Governments (MACOG)
7. Missouri Association of Counties (MAC)
8. Missouri Association of Fire Chiefs
9. Missouri Department of Health and Senior Services (DHSS)
10. Missouri Emergency Preparedness Association (MEPA)
11. Missouri Hospital Association (MHA)
12. Missouri Municipal League (MML)
13. Missouri Office of Administration (OA)
14. Missouri Police Chiefs Association (MPCA)
15. Missouri Public Service Commission (PSC)
16. Missouri Regional Planning Commissions and Councils of Government
17. Missouri Sheriffs Association (MSA)
18. Missouri State Highway Patrol (MSHP)
19. Missouri Telecommunications Industry Association (MTIA)
20. Mo Chapter - Association of Public Safety Communications Officials (MoAPCO)
21. Mo Chapter - National Emergency Number Association (MoNENA)
22. Regional / Local EMS
23. Regional Homeland Security Oversight Committees (RHSOCS)
24. Saint Louis Area Regional Response System (STARRS)
25. State Emergency Management Agency (SEMA)
26. State Interoperability Executive Committee (SIEC)
27. Others

## **ACTION PLAN**

1. Review and update 9-1-1 Oversight Committee membership (Ongoing).
2. Continue to review and update membership of sub-committees. (January each year)
3. Establish and maintain a glossary specific to 9-1-1. (Ongoing)
4. Yearly review of 9-1-1 training rules (Ongoing)
5. Formalize responsibility for training standards implementation [Records Management](December, 2011)
6. Maintain visibility on status of state interoperable communications system and explore how 9-1-1 can leverage (Ongoing)
7. Conduct a “Gap Analysis” (update Kimball Report) on Basic and Enhanced 9-1-1 in Missouri (Ongoing)
8. Maintain a database of county/local 9-1-1 infrastructure status and integrate into other communications asset databases maintained by DPS/Homeland Security (Ongoing)
9. Educate elected and appointed officials and other stakeholders on strategic plan and status of E-9-1-1 in Missouri (Ongoing)
10. Educate public/citizens on strategic plan and status of enhanced 9-1-1 in Missouri (Ongoing)
11. Solicit stakeholder comments for input into updating strategic plan. (December each year)
12. Annual review and update of strategic plan by the Advisory Committee for 9-1-1 Service Oversight (Ongoing - December of each year)
13. Provide updated Strategic Plan to Director of Public Safety for dissemination to the Governor and Legislature. (January each year)

## **REFERENCE DOCUMENTS**

1. Sample Legislation Language  
<http://www.nena.org/government-affairs/model-legislation>  
<http://www.apco911.org/new/commcenter911/standards.php>
2. CSR June '09 Report “Emergency Communications: The Future of 9-1-1”  
[http://www.nena.org/sites/default/files/RL34755\\_20090616.pdf](http://www.nena.org/sites/default/files/RL34755_20090616.pdf)
3. APCO 33 Training Standards  
[http://www.apco911.org/about/911/downloads/P33\\_Guidelines.pdf](http://www.apco911.org/about/911/downloads/P33_Guidelines.pdf)
4. APCO Standard - Telecommunicator Emergency Response Taskforce  
<http://www.911.oa.mo.gov/pdffiles/APCO-NENA-ANS1-105-1.pdf>
5. Missouri Administrative Rules CSR Training Standards  
<http://www.sos.mo.gov/adrules/csr/current/11csr/11c10-12.pdf>
6. Missouri Revised Statutes  
<http://sema.dps.mo.gov/911/911RSMO.htm>
7. Missouri Training Standards Proposed Rule Changes  
<http://sema.dps.mo.gov/911/911MtgMinutes/911MtgMin08-06-08.pdf>
8. NENA Standards – Recommendations – Informational Documents  
<http://www.nena.org/standards-recommendations-information>

9. APCO Standards  
<http://www.apco911.org/new/commcenter911/APCOstandards.php>
10. Missouri Statewide 9-1-1 Assessment (Kimball Reports)  
<http://www.911.oa.mo.gov/assessment.htm>
11. Advisory Committee for 9-1-1 Service Oversight Members  
<http://governor.mo.gov/boards/show/AA911>
12. Master Glossary  
[http://www.nena.org/sites/default/files/NENA%2000-001\\_V12a%20July%202009.pdf](http://www.nena.org/sites/default/files/NENA%2000-001_V12a%20July%202009.pdf)

### **Appendix**

**Appendix 1 - Missouri Statutes Concerning 9-1-1 Service**

**Appendix 2 – State Map of 9-1-1 Status**

**Appendix 3 – Missouri Association of Counties (MAC) 9-1-1 Survey**

**Appendix 4 – Glossary and Acronym Definitions**

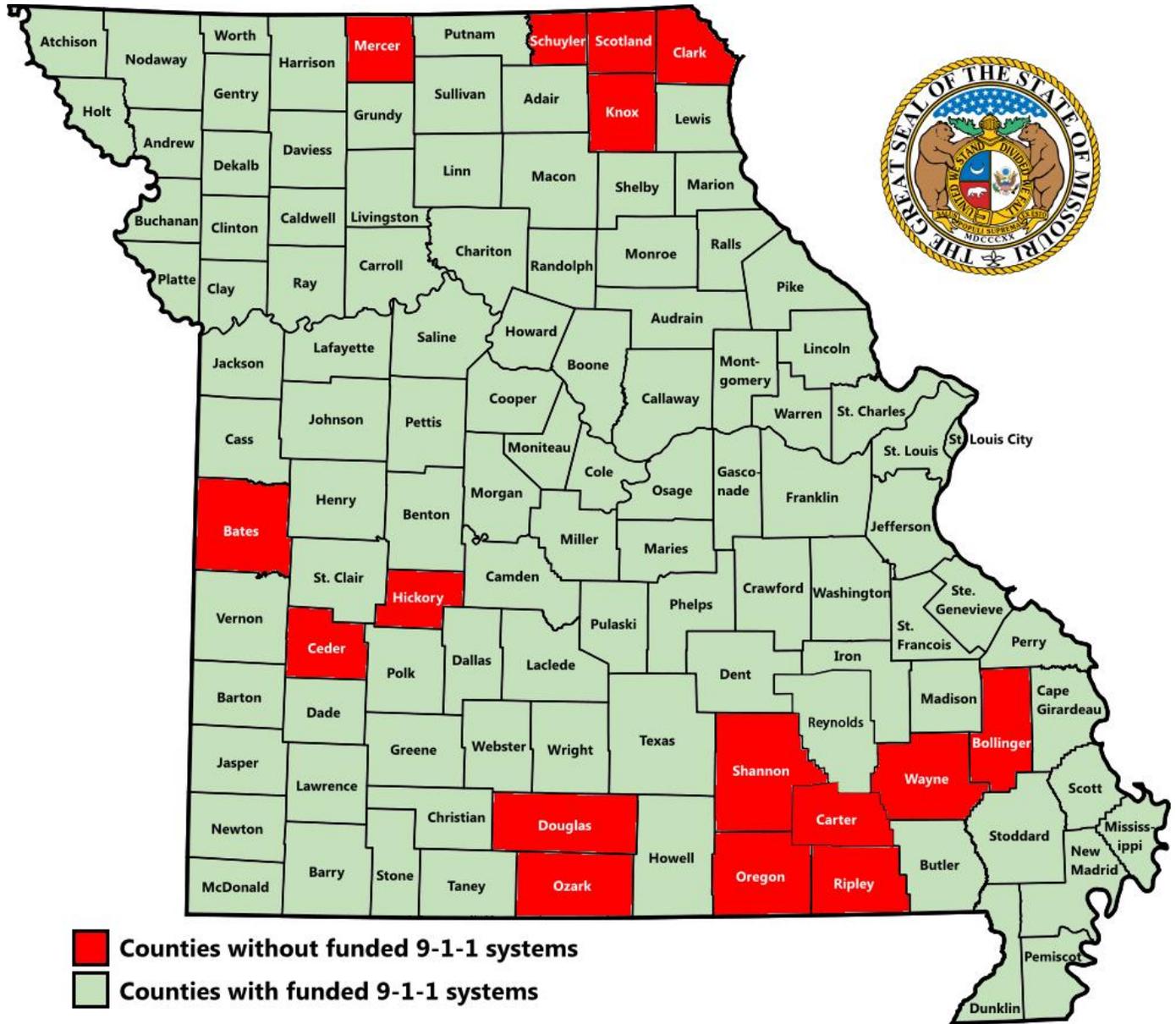
## Appendix 1

### Missouri Statutes Concerning 9-1-1 Service

- [650.340 - 911 Training and Standards Act](#)
- [U.S. Code 47-222 Database Privacy](#)
- [11CSR 10-12.010--911 Training & Standards Act](#)
- [National Public Safety Telecommunicator Training Standard](#)
- [610.150 - Governmental Bodies and Records](#)
- [4CSR 240.34 - Emergency Telephone Service Requirements](#)
- [67.318 - Street Addresses to be posted conspicuously](#)
- [19CSR 30 - 40.303 \(Page 13\) - Medical Director](#)
- [19CSR30 - 40.331 \(Page 18\) Medical Dispatchers](#)
- [190.290 - Definitions](#)
- [190.292- Emergency Services Sales Levy auth](#)
- [190.294 - Powers and duties of the Emergency Serv](#)
- [190.296 - Board may borrow money and issue bonds](#)
- [192.300 - County authority to name roads](#)
- [190.300 - Definitions](#)
- [190.305 - Emergency telephone service may be provided...](#)
- [190.306 - Dissolution of Emergency telephone serv](#)
- [190.307 - No civil liability for operation...](#)
- [190.308 - Misuse of emergency telephone serv](#)
- [190.309 - Emergency telephone board, powers and duties](#)
- [190.310 - Tax due quarterly...](#)
- [190.315 - Contract for service authorized.](#)
- [190.320 - Election - ballot form.](#)
- [190.325 - Central dispatching service....](#)
- [190.327 - Board appointed....](#)
- [190.328 - Election of Board, Christian and Scott](#)
- [190.329 - Election of board..](#)
- [190.335 - Central dispatch for...](#)
- [190.337 - Revenue, purpose for...](#)
- [190.340 - Definitions.](#)
- [190.410 - Board created, members...](#)
- [190.420 - Fund established.](#)
- [190.430 - Fee for wireless service...](#)
- [190.440 - Ballot measure for fee.](#)
- [536.010 - Definitions.](#)
- [190.041 - Tax Levy for central dispatching...](#)
- [319.026 - Signage Installation](#)
- [321.243 - Tax authorized for dispatching...](#)
- [490.722 - TDD, TTY or TT](#)
- [392.550 - Interconnected voice over Internet protocol service](#)

## Appendix 2

### State Map of 9-1-1 Status



2011 MAC 9-1-1 Survey (sorted by county)												
County	Seat	CL	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Adair	Kirksville	3	15% Surcharge	70,000	73,923	N/A	1	700	50%	50%	Enhanced	
Andrew	Savannah	3	15% basic phone charge	135,000	165,000	N/A	1	375	25%	75%	Enhanced	County has VOIP
Atchison	Rock Port	3	½¢ sales tax	N/A	N/A	246,736	1	250	52%	48%	Enhanced	Changes have been made; sales tax alone will no longer fund 911 service.
Audrain	Mexico	3	¾¢ sales tax	N/A	N/A	848,700	1	500 - 600	30%	70%	Enhanced	
Barry	Cassville	3	¼¢ sales tax	N/A	N/A	800,000	2 (only 1 is supported by sales tax)	1,100	28%	72%	Enhanced - Phase II Wireless	Paying on a \$2.5 million loan for Phase II wireless equipment; sales tax is barely enough. City of Monnet funds 2nd PSAP.
Barton	Lamar	3-T	15% phone tax on land lines only	90,143	N/A	Law Enf. 75,000	1	250	40%	60%	Phase II	Declining number of land lines; need a tax on cell phones and internet.
Bates	Butler	3-T	No County funding	N/A	N/A	N/A	2	330	25%	75%	Basic	City tax funding for City of Butler only. Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Benton	Warsaw	3	¾¢ sales tax	N/A	N/A	615,000	1	???	40%	60%	Enhanced	
Bollinger	Marble Hill	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Boone	Columbia	1	2% surcharge on landlines & \$1.7 million from the City of Columbia	199,100	2,500,000		1	5,825	38%	62%	Phase II	Surcharge funds equipment; Gen. Rev. funds personnel; entities dispatched for pay 5%.
Buchanan	St. Joseph	1	City of St. Joseph	N/A	2,129,436	N/A	1	23,551	29%	71%		
Butler	Poplar Bluff	3	15% surcharge	147,000	N/A	124,000	2	600	35%	65%	Enhanced	Sales tax is ¼¢ Law Enforcement tax.

2011 MAC 9-1-1 Survey (sorted by county)												
County	Seat	CL	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Caldwell	Kingston	3-T	15% surcharge	85,000	154,000	N/A	1	200	55%	45%	Enhanced	
Callaway	Fulton	1	15% basic phone charge & contracts with user agencies	240,000	160,000	N/A	1	1,300	25%	71%	Phase II w/EMD	Bgt \$1,000,000. \$606,000 from contracts (5 fire depts. sued; believe they should not have to pay).
Camden	Camdenton	1	15% surcharge	540,000	N/A	N/A	2	1,086	45%	55%	Enhanced	Need mechanism to fund from wireless & VOIP.
Cape Girardeau	Jackson	1	8% telephone surcharge	530,000	N/A	N/A	3	3,051	35%	65%	Phase I	Declining number of land lines; need a tax on cell phones.
Carroll	Carrollton	3-T	¾¢ sales tax	N/A	N/A	500,000	1	300	54%	46%	Enhanced	Dispatch all agencies
Carter	Van Buren	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Cass	Harrisonville	1	11.5% surcharge on landlines	886,037	2,126,442	N/A	5	Admin: 17,711 9-1-1: 3888	25%	75%	Phase II	Gen. Rev. is County, Belton, Harrisonville, Pleasant Hill, Raymore
Cedar	Stockton	3	No funding									Sheriff's Dept. or El Dorado Springs Police Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Chariton	Keytesville	3-T	¾¢ sales tax	N/A	N/A	489,752	1	270	45%	55%	Enhanced	Have an E911 Board
Christian	Ozark	2	¼¢ sales tax	N/A	N/A	1,400,000	2	2,100	25%	75%	Enhanced	MO is only state w/o a tax for cell phones.
Clark	Kahoka	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Clay	Liberty	1	2% tariff on each phone line	504,606	696,209; NKC is 642,306	124,366	6	Admin: 20,445 9-1-1: 1,390	22%	78%	Enhanced	MARC predicts Clay 'in the red' for 2009 & 10
Clinton	Plattsburg	3	15% basic phone charge	175,000	570,000	N/A	2	950	23%	77%	Enhanced	

2011 MAC 9-1-1 Survey (sorted by county)												
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				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Cole	Jefferson City	1	General Rev. & law enforcement tax	N/A	1,450,000	Contract 325,000	1	2,800	40%	60%	Phase II	Agreement with city to run 911 center
Cooper	Boonville	3	¼¢ sales tax	N/A	100,000	410,000	1	2,900	38%	62%	Enhanced	
Crawford	Steelville	3	¼¢ sales tax	N/A	N/A	400,000	1	1,024	44%	56%	Enhanced	No data for wireless calls; need additional operators & equip.
Dade	Greenfield	3-T	¾ Sales tax	N/A	N/A	290,000	1	3,510			Enhanced	
Dallas	Buffalo	3	½¢ sales tax	N/A	N/A	553,715	1	845	44%	56%	Enhanced	Sales tax is down 10%; need funds to upgrade equipment.
Daviess	Gallatin	3-T	½¢ sales tax	N/A	10,000	252,000	2	2500	30%	70%	Phase II	
DeKalb	Maysville	3-T	15% landline fee	90,000	175,000	N/A	1	200	25%	75%	Enhanced	
Dent	Salem	3	4% Landline fees	46,300	N/A	N/A	1	78	100%	N/A	Basic	Cell phone calls go through Sheriff's regular line.
Douglas	Ava	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Dunklin	Kennett	3-T	15% surcharge	118,000	N/A	N/A	2	1,500	23%	77%	Phase II	1 PSAP is remote-Kennett
Franklin	Union	1	15% landline fee	1,000,000	550,000	N/A	4	3,550	35%	65%	Enhanced	
Gasconade	Hermann	3	¾¢ sales tax	N/A	N/A	579,629	1	500	38%	61%	Enhanced	Phase II; 1% of calls is VOIP
Gentry/ Worth	Albany	3-T	¾¢ sales tax	N/A	N/A	210,000	1	300	30%	70%	Phase II	Dispatch for Worth Cnty
Greene	Springfield	1	¼¢ sales tax	N/A	N/A	5,250,000	2	18,000	35%	65%	Phase II	Phase II with all cell phone carriers.

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				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Grundy	Trenton	3-T	15% surcharge on landlines	80,000	10,000	N/A	1	???	35%	65%	Enhanced	Estimates; software does not differentiate between landlines and cell phones.
Harrison	Bethany	3-T	15% phone tariff	90,954	131,794	N/A	1	880	70%	30%	Basic	
Henry	Clinton	3-T	15% on landlines	275,000	235,460	N/A	1	6,000	40%	60%	Enhanced	Landlines & revenues decreasing; need to upgrade equipment.
Hickory	Hermitage	3	No funding								Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Holt	Oregon	3	½¢ sales tax	N/A	40,000	150,000	1	150	25%	75%	Basic	Additional ¼¢ sales tax added 11/2009.
Howard	Fayette	3	½¢ sales tax	N/A	N/A	230,000	1				Enhanced	
Howell	West Plains	3	3/16¢ sales tax	N/A	N/A	750,000	2	1,875	55%	45%	Enhanced	911 handled by a separate board.
Iron	Ironton	3	½¢ sales tax	N/A	N/A	300,000						Coop with St. Francois County
Jackson	Independence	1-CH	Several funding sources	2,580,000	11,891,222	Fire District 182,379	15	Admin: 90,006 9-1-1: 78,784	43%	57%	Enhanced	Private Funding - 877,792; KCMO (911 expense) 2,692,510
Jasper	Carthage	1	1/10¢ sales tax	N/A	N/A	1,551,036	2	30,119	25%	75%	Enhanced	2nd PSAP is under a charter form of gov't.
Jefferson	Hillsboro	1-CH	½¢ sales tax for 10 years, then ¼¢	N/A	N/A	8,000,000	6	6,300	30%	70%	Enhanced	
Johnson	Warrensburg	4	¼¢ sales tax	N/A	N/A	1,050,000	4; 1 County	1,358	26%	74%	Enhanced	PSAP funding for 3 is paid by other entities.
Knox	Edina	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.

2011 MAC 9-1-1 Survey (sorted by county)												
County	Seat	CL	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Laclede	Lebanon	3	15% landline fee	403,806	N/A	N/A	1 primary 1 secondary	1,100	60%	40%	Enhanced	Transfer calls for EMS & Lebanon Police
Lafayette	Lexington	4	15% tariff	277,482	93,852	N/A	2	600	40%	60%	Enhanced	City - Fire \$94,715
Lawrence	Mt. Vernon	3	15% landline & Gen Revenue	150,000	50,000	N/A	2		40%	60%	Phase I	Transfer EMS calls. City pays \$24,000 annual
Lewis	Monticello	3	5/8¢ sales tax	N/A	N/A	288,000	1	300	30%	70%	Phase II	911 handled by separate board. (11 agencies)
Lincoln	Troy	2	15% phone surcharge & other fees	400,000	678,000	N/A	4	5,860	80%	20%	Enhanced	Municipalities, fire, etc. charged fees based on call volume.
Linn	Linneus	3-T	15% phone tax	119,000	N/A	N/A	1	125	50%	50%	Enhanced	
Livingston	Chillicothe	3-T	15% Landline fee	179,659	N/A	90,000	1	212	20%	80%	Enhanced	Sales tax is Law Enforcement tax.
McDonald	Pineville	3	1/2 sales tax	N/A	N/A	1,117,000	1	3,510			Enhanced	Does not track percentage of calls.
Macon	Macon	3	3/8¢ sales tax	N/A	N/A	482,000	1	500	35%	65%	Enhanced	
Madison	Fredericktown	3	15% landline fee	120,761	112,000	N/A	1	450	40%	60%	Enhanced	Getting less each year from landlines & using more from Gen. Rev. Fredricktown \$60,000
Maries	Vienna	3	15% surcharge	70,000	N/A	N/A	1	30	??	??	Enhanced	
Marion	Palmyra	3	1/4¢ sales tax	N/A	N/A	880,000	1	600	40%	60%	Enhanced	Need funding for new equipment; old does not track well.
Mercer	Princeton	3-T	No funding	N/A	N/A	N/A	1	300	70%	20%	Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Miller	Tuscumbia	3	15% landline tariff	268,182	255,360	N/A	1	1,316	40%	60%	Enhanced	Need legislation on 911 cell phone usage.

2011 MAC 9-1-1 Survey (sorted by county)												
County	Seat	CL	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Mississippi	Charleston	3	10% landline fee	47,000	N/A	N/A	2	203	System doesn't distinguish		Enhanced	Spent \$268,000 for new equip. in 2008
Moniteau	California	3	½¢ sales tax	N/A	N/A	511,931	1	776	40%	60%	Enhanced	Independent Board
Monroe	Paris	3	City fees & 15% landline fees	73,500	131,598	N/A	1	5356	25%	75%	Enhanced	\$93,750 city pays for dispatch
Montgomery	Montgomery City	3	15% landline fee	95,387	254,029	Other 8,478	1	226	System doesn't distinguish		Enhanced	Cannot track percentage of calls.
Morgan	Versailles	3	15% surcharge	283,000	N/A	N/A	1	1,800	38%	62%	Basic & Enhanced	Basic is wireless; need legislation to provide funding for Phase 2.
New Madrid	New Madrid	3	15% landline fee	117,704	113,333	N/A	2	1,200	20%	80%	Enhanced	Cell phone fees needed for funding; service could be eliminated due to costs.
Newton	Neosho	2	15% phone tax	560,000	100,000	N/A	1	1,900	20%	80%	Enhanced	
Nodaway Co/ Maryville	Maryville	3-T	15% phone tax 15% phone tax	70,000 114,281	110,000 185,719	N/A	1 2	130	20% 40%	80% 60%	Enhanced Enhanced	County/Maryville contract with Ambulance District \$60,000
Oregon	Alton	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Osage	Linn	3	½¢ sales tax	N/A	N/A	475,000	1	526	28%	72%	Phase II	Sales tax vote in April.
Ozark	Gainesville	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Pemiscot	Caruthersville	3	15% landline fee	100,000	42,000	N/A	1	1,500	40%	60%	Enhanced	
Perry	Perryville	3	15% landline fee	212,118	60,000	N/A	2	550	36%	64%	Enhanced	Ambulance Pays \$7800

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				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Pettis	Sedalia	4	4% landline fee	180,000	600,000	N/A	2	1,650	25%	75%	Enhanced	
Phelps	Rolla	3	15% phone tariff	N/A	N/A	1,200,000	1	6,248	60%	40%	Enhanced	Changed from 15% Surcharge (\$586,000) to 1/4 sales tax
Pike	Bowling Green	3	15% landline fee	140,000	N/A	N/A	2	21	79%	48%	Phase I	Transfer to EMS. Sheriff & Police answer calls.
Platte	Platte City	1	2% landline tax & General Revenue	204,524	308,278	N/A	2	Admin: 9,509 9-1-1: 1,982	30%	70%	Enhanced	
Polk	Bolivar	3	15% landline tariff	230,452	N/A	Sheriff's 122,000	1	1,001	35%	65%	Enhanced	\$244,000 from other sources; sales tax vote in April.
Pulaski	Waynesville	3	¼¢ sales tax	N/A	N/A	1,041,500	1	3,100	32%	68%	Enhanced	
Putnam	Unionville	3	½¢ sales tax	N/A	24,000	175,000	1	70	60%	40%	Enhanced	
Ralls	New London	3	½¢ sales/Use tax	N/A	N/A	466,000	1		27%	73%	Phase I	Sheriff pays extra for Mules
Randolph	Huntsville	3	15% surcharge	94,000	15,000	N/A	1	745	29%	71%	Phase II	Transfer calls for EMS & Fire
Ray	Richmond	3	2% landline fee	175,800	240,000	N/A	2	Admin: 3,447 9-1-1: 458	33%	67%	Enhanced	
Reynolds	Centerville	3	½¢ sales tax	N/A	N/A	198,000	1				Coop with St. Francois County	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Ripley	Doniphan	3	No funding									Sheriff's Dept. (8am-4pm) & Doniphan Police Dept. (24 hrs.) takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
St. Charles	St. Charles	1-CH	2% landline fee	500,000	N/A	N/A	6 primary 2 secondary	11,150	25%	75%	Phase II	Funds equip only--not dispatching operations

2011 MAC 9-1-1 Survey (sorted by county)												
County	Seat	CL	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
St. Clair	Osceola	3	General Revenue	N/A	168,000	N/A	1	482	??	??	Basic	
St. Francois	Farmington	2	15% landline tariff	575,000	270,000	N/A	1 primary 1 secondary	3,000	45%	55%	Enhanced	Tariff income is same as in 2004.
St. Louis Cnty	Clayton	1-CH	1% landline tariff	1,000,000	2,000,000	N/A	28	65,000	30%	70%	Enhanced	Each PSAP pays for "calltakers" from other funds.
St. Louis City	St. Louis	1-City	General Revenue	N/A	4,000,000	N/A	2	85,000	35%	65%	Enhanced	Need cell phone fees.
Ste. Genevieve	Ste. Genevieve	3	15% landline fee	120,000	260,000	N/A	1	600	40%	60%	Basic	Now dispatched by St. Francois County 911
Saline	Marshall	4	½¢ sales tax effective Jan. 2010	N/A	N/A	1,000,000	1	15000	21%	79%	Phase II	Dispatch for 19 agencies
Schuyler	Lancaster	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Scotland	Memphis	3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Scott	Benton	3	15% landline fee	164,500	225,000	N/A	1	1,310	20%	80%	Enhanced	\$2500 Ambulance
Shannon	Eminence	3	No funding					1,500-all calls			Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Shelby	Shelbyville	3	½¢ sales tax	N/A	N/A	358,036	1	139	60%	40%	Enhanced	Need legislation for a fee on cell phones for PSAP recovery costs.
Stoddard	Bloomfield	3-T	15% landline fee	269,701	N/A	N/A	1	1,000/mo.	38%	62%	Enhanced	Need a wireless surcharge.
Stone	Galena	3	1/4 Sales tax	N/A	N/A	1,200,000	1	3,600	70%	30%	Enhanced	Tourist season - cell usage goes to 65%.

2011 MAC 9-1-1 Survey (sorted by county)												
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				Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Sullivan	Milan	3-T	3/4 Sales tax	N/A	N/A	350,000	1	225	49%	51%	Enhanced	Info comes from AT&T Website; it only goes back 3 months.
Taney	Forsyth	1	10% surcharge	542,239	137,000	N/A	2	3,500	35%	65%	Enhanced	Ambulance District has secondary PSAP.
Texas / Wright	Houston	3-T	15% landline fee	389,943	N/A	N/A	3	1,024	45%	55%	Enhanced	Texas and Wright Counties are combined.
Vernon	Nevada	3-T	Only Gen. Rev. for dispatching	N/A	250,000	Other - 375,000	1	Nevada - 1,200	N/A	N/A	Basic	In the process of combining for 9-1-1.
Warren	Warrenton	3	½¢ sales tax	N/A	N/A	1,177,800	1	400	Unavailable		Enhanced	Emergency Services is separate entity.
Washington	Potosi	3	½¢ sales tax	N/A	N/A	673,752	1	2,500	60%	40%	Enhanced	
Wayne		3	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Webster	Marshfield	3	1/3¢ sales tax	N/A	N/A	850,000	1	1,230	65%	35%	Enhanced	
Worth	Grant City	3	½¢ sales tax	N/A	N/A	58,000	0	49	30%	70%	Phase II	Contracted to Gentry County.
Wright	Hartville	3	See Texas County									Combined with Texas County.

2011 MAC 9-1-1 Survey (sorted by funding)												
C h k d	County	Seat	Cnty Class	Population	Assess. Valuation	Square Miles	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is funding 9-1-1?)			Prior Survey	Contracts
					Million \$ 000			Landline Fees	General Revenue	Sales Tax		
x	Greene	Springfield	1	275,174	4,284,220	678	1/8¢ sales tax	N/A	N/A	5,250,000		
x	Jasper	Carthage	1	117,404	1,521,336	641	1/10¢ sales tax	N/A	N/A	1,551,036		
x	Howell	West Plains	3	40,400	387,776	927	3/16¢ sales tax	N/A	N/A	750,000		
x	Christian	Ozark	2	77,422	978,620	564	1/4¢ sales tax	N/A	N/A	1,400,000		
x	Stone	Galena	3	32,202	516,171	451	1/4¢ sales tax	N/A	N/A	1,200,000		
x	Phelps	Rolla	3	45,156	540,436	674	1/4¢ sales tax	N/A	N/A	1,200,000	586,584	on 15% land fee
x	Johnson	Warrensburg	4	52,595	526,982	834	1/4¢ sales tax	N/A	N/A	1,050,000		
x	Pulaski	Waynesville	3	52,274	414,331	551	1/4¢ sales tax	N/A	N/A	1,041,500	945,750	
x	Marion	Palmyra	3	28,781	348,643	438	1/4¢ sales tax	N/A	N/A	880,000		
x	Barry	Cassville	3	35,597	443,506	773	1/4¢ sales tax	N/A	N/A	800,000		Vote in Nov. + 1/8 th
x	Cooper	Boonville	3	17,601	220,131	566	1/4¢ sales tax	N/A	100,000	410,000		
x	Crawford	Steelville	3	24,696	270,869	744	1/4¢ sales tax	N/A	N/A	400,000		
x	Webster	Marshfield	3	36,202	334,058	594	1/3¢ sales tax	N/A	N/A	850,000		
x	Audrain	Mexico	3	25,529	353,446	692	3/8¢ sales tax	N/A	N/A	848,700	878,250	
x	Benton	Warsaw	3	19,056	226,797	729	3/8¢ sales tax	N/A	N/A	615,000	638,724	
x	Gasconade	Hermann	3	15,222	211,990	521	3/8¢ sales tax	N/A	N/A	579,629		
x	Macon	Macon	3	15,566	183,408	797	3/8¢ sales tax	N/A	N/A	482,000	497,029	
x	Gentry/ Worth	Albany	3-T	6,738	81,419	493	3/8¢ sales tax	N/A	N/A	210,000		
x	Jefferson	Hillsboro	1-CH	218,733	2,967,327	668	1/2¢ sales tax for 10 years then 1/4¢	N/A	N/A	8,000,000		Sales tax decl. to 7,000,000
x	Warren	Warrenton	3	32,513	518,991	429	1/2¢ sales tax	N/A	N/A	1,177,800		
x	McDonald	Pineville	3	23,083	262,775	541	1/2 sales tax	N/A	N/A	1,117,000	908,945	
x	Saline	Marshall	4	23,370	282,832	755	1/2¢ sales tax	N/A	N/A	1,000,000		
x	Washington	Potosi	3	25,195	221,639	762	1/2¢ sales tax	N/A	N/A	673,752		
x	Moniteau	California	3	15,607	175,955	417	1/2¢ sales tax	N/A	N/A	511,931		
x	Dallas	Buffalo	3	16,777	148,277	543	1/2¢ sales tax	N/A	N/A	500,000	553,715	
x	Osage	Linn	3	13,878	184,597	606	1/2¢ LAW tax	N/A	N/A	475,000	450,000	8,000

2011 MAC 9-1-1 Survey (sorted by funding)												
C h k d	County	Seat	Cnty Class	Population	Assess. Valuation	Square Miles	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is funding 9-1-1?)			Prior Survey	Contracts
					Million \$ 000			Landline Fees	General Revenue	Sales Tax		
x	Ralls	New London	3	10,167	200,278	481	½¢ Sales/Use tax	N/A	N/A	466,000		9,240
X	Shelby	Shelbyville	3	6,373	92,308	501	½¢ sales tax	N/A	N/A	358,036		
x	Iron	Ironton	3	10,630	173,601	552	½¢ sales tax	N/A	N/A	300,000		
x	Daviess	Gallatin	3-T	8,433	105,299	568	½¢ Sales/Use tax	N/A	10,000	252,000	304,500	
x	Atchison	Rock Port	3	5,685	112,378	560	½¢ sales tax	N/A	N/A	246,736		
X	Howard	Fayette	3	10,144	107,885	464	½¢ sales tax	N/A	N/A	230,000	293,906	
x	Reynolds	Centerville	3	6,696	205,779	808	½¢ sales tax	N/A	N/A	198,000		
x	Putnam	Unionville	3	4,979	71,862	520	½¢ sales tax	N/A	24,000	174,000	207,655	5,000
x	Holt	Oregon	3	4,912	96,593	456	½¢ sales tax	N/A	40,000	150,000	164,000	Passed 1/4 cent in 2009
x	Worth	Grant City	3	2,171	24,595	266	½¢ sales tax	N/A	N/A	58,000		
x	Lewis	Monticello	3	10,211	104,558	508	5/8¢ sales tax	N/A	N/A	288,000	275,000	7,400
x	Carroll	Carrollton	3-T	9,295	180,464	695	¾¢ sales tax	N/A	N/A	500,000		
x	Chariton	Keytesville	3-T	7,831	168,864	758	¾¢ sales tax	N/A	N/A	489,752		
x	Sullivan	Milan	3-T	6,714	79,541	651	¾¢ sales tax	N/A	N/A	350,000		
x	Dade	Greenfield	3-T	7,883	96,853	491	¾¢ sales tax	N/A	N/A	290,000		
x	St. Louis Cnty	Clayton	1-CH	998,954	23,424,242	505	1% surcharge	1,000,000	2,000,000	N/A		
	Clay	Liberty	1	221,939	3,725,801	403	2% surcharge	504,606	696,209	124,366		642,306
x	St. Charles	St. Charles	1-CH	360,485	7,499,966	558	2% surcharge	500,000	N/A	N/A		1/10 for radio upgrade
x	Platte	Platte City	1	89,322	2,340,937	421	2% surcharge	204,524	308,278	N/A	255,007	
x	Boone	Columbia	1	162,642	2,328,537	687	2% Surcharge	199,100	2,500,000			
	Ray	Richmond	3	23,494	276,188	568	2% Surcharge	175,800	240,000	N/A		
x	Pettis	Sedalia	4	42,201	535,951	686	4% surcharge	180,000	600,000	N/A		
x	Dent	Salem	3	15,657	149,736	755	4% Surcharge	46,300	N/A	N/A		
x	Cape Girardeau	Jackson	1	75,674	1,093,265	577	8% Surcharge	530,000	N/A	N/A		
x	Taney	Forsyth	1	51,675	1,049,442	608	10% surcharge	542,239	137,000	N/A		
	Mississippi	Charleston	3	14,358	139,349	410	10% surcharge	47,000	N/A	N/A		

2011 MAC 9-1-1 Survey (sorted by funding)												
C h k d	County	Seat	Cnty Class	Population	Assess. Valuation	Square Miles	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is funding 9-1-1?)			Prior Survey	Contracts
					Million \$ 000			Landline Fees	General Revenue	Sales Tax		
x	Cass	Harrisonville	1	99,478	1,331,178	702	11.5% surcharge	886,037	2,126,442	N/A	705,866	200,000
x	Franklin	Union	1	101,492	1,847,340	922	15% surcharge	1,000,000	550,000	N/A		
x	St. Francois	Farmington	2	65,359	653,165	451	15% surcharge	575,000	270,000	N/A		Dispatch for St. Genevieve
x	Newton	Neosho	2	58,114	698,303	627	15% surcharge	560,000	100,000	N/A	520,000	277,156
	Camden	Camdenton	1	44,002	1,539,924	641	15% Surcharge	540,000	N/A	N/A		
x	Laclede	Lebanon	3	35,571	384,678	770	15% surcharge	403,806	N/A	N/A	407,500	
	Lincoln	Troy	2	52,566	666,875	627	15% surcharge	400,000	678,000	N/A		
x	Texas / Wright	Houston	3-T	26,008	190,563	1,180	15% surcharge	389,943	N/A	N/A		
	Morgan	Versailles	3	20,565	468,209	594	15% surcharge	283,000	N/A	N/A		
	Lafayette	Lexington	4	33,381	391,260	632	15% surcharge	277,482	93,852	N/A		
x	Henry	Clinton	3-T	22,272	284,974	729	15% surcharge	275,000	235,460	N/A	366,030	
x	Stoddard	Bloomfield	3-T	29,968	390,231	815	15% surcharge	269,701	N/A	N/A		
	Miller	Tuscumbia	3	24,748	396,818	593	15% surcharge	268,182	255,360	N/A		
x	Callaway	Fulton	1	44,332	727,608	842	15% Surcharge	240,000	160,000	N/A		606,000
	Polk	Bolivar	3	31,137	275,353	642	15% surcharge	230,452	N/A	122,000		Sheriff sales tax
x	Perry	Perryville	3	18,971	295,695	473	15% surcharge	212,118	60,000	N/A	304,289	7,800
x	Livingston	Chillicothe	3-T	15,195	160,850	537	15% surcharge	179,659	N/A	90,000	150,042	Law enf tax
	Clinton	Plattsburg	3	20,743	275,078	423	15% surcharge	175,000	570,000	N/A		
x	Scott	Benton	3	39,191	408,863	423	15% surcharge	164,500	225,000	N/A	165,745	2,500
x	Lawrence	Mt. Vernon	3	38,634	404,940	614	15% surcharge	150,000	50,000	N/A	175,000	24,000
	Butler	Poplar Bluff	3	42,794	517,037	698	15% Surcharge	147,000	N/A	124,000		
x	Pike	Bowling Green	3	18,516	249,424	673	15% surcharge	140,000	N/A	N/A	117,000	
	Andrew	Savannah	3	17,291	201,347	436	15% Surcharge	135,000	165,000	N/A		
x	Madison	Fredericktown	3	12,226	111,944	497	15% Surcharge	120,761	112,000	N/A		
x	Ste. Genevieve	Ste. Genevieve	3	18,145	373,501	504	15% surcharge	120,000	260,000	N/A		Merge with St. Francois
x	Linn	Linneus	3-T	12,761	135,858	620	15% surcharge	119,000	N/A	N/A	120,000	on 9% land fee

2011 MAC 9-1-1 Survey (sorted by funding)												
C h k d	County	Seat	Cnty Class	Population	Assess. Valuation	Square Miles	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is funding 9-1-1?)			Prior Survey	Contracts
					Million \$ 000			Landline Fees	General Revenue	Sales Tax		
x	Dunklin	Kennett	3-T	31,953	293,695	547	15% surcharge	118,000	N/A	N/A		Pay Sheriff \$25K to disp
	New Madrid	New Madrid	3	18,956	410,019	679	15% surcharge	117,704	113,333	N/A		
x	Nodaway Co	Maryville	3-T	23,370	298,105	875	15% surcharge	116,000	185,719	N/A	284,281	
	Pemiscot	Caruthersville	3	18,296	177,851	517	15% surcharge	100,000	42,000	N/A		
x	Montgomery	Montgomery City	3	12,236	209,187	540	15% surcharge	95,387	254,029			8,478
x	Randolph	Huntsville	3	25,414	433,306	473	15% surcharge	94,000	15,000	N/A	109,000	
	Harrison	Bethany	3-T	8,957	99,017	725	15% surcharge	90,954	131,794	N/A		
x	Barton	Lamar	3-T	12,402	176,134	597	15% Surcharge	90,143	N/A	75,000		Law enf tax
x	DeKalb	Maysville	3-T	12,892	114,849	425	15% Surcharge	90,000	175,000	N/A		
	Caldwell	Kingston	3-T	9,424	130,018	431	15% Surcharge	85,000	154,000	N/A		
	Grundy	Trenton	3-T	10,261	106,670	437	15% surcharge	80,000	10,000	N/A		
x	Monroe	Paris	3	8,840	109,285	670	15% surcharge	73,500	131,598	N/A	71,697	93,750
x	Adair	Kirksville	3	25,607	247,517	567	15% Surcharge	70,000	73,923	N/A		
	Maries	Vienna	3	9,176	109,204	528	15% surcharge	70,000	N/A	N/A		
x	Wright	Hartville	3	18,815	157,635	682	15% surcharge	With Texas				
	Jackson	Independence	1-CH	678,825	9,285,020	611	Misc. sources	2,580,000	11,891,222			182,379
x	St. Louis City	St. Louis	1-City	319,294	4,679,603	61	General Revenue	N/A	4,000,000	N/A		
x	Buchanan	St. Joseph	1	89,201	1,200,019	409	St. Joseph 50% County 35% EMS 15%	N/A	2,129,436	N/A		
x	Cole	Jefferson City	1	75,990	1,308,727	392	General Rev. & law enforce. tax	N/A	1,450,000	N/A		325,000
x	Vernon	Nevada	3-T	21,159	223,200	837	Gen. Rev. & other	N/A	250,000			375,000
	St. Clair	Osceola	3	9,805	100,562	698	General Revenue	N/A	168,000	N/A		
x	Bates	Butler	3-T	17,049	183,332	849	No funding					
x	Bollinger	Marble Hill	3	12,363	110,269	621	No funding					
x	Carter	Van Buren	3	6,265	50,142	509	No funding					
x	Cedar	Stockton	3	13,982	151,516	471	No funding					

2011 MAC 9-1-1 Survey (sorted by funding)												
C h k d	County	Seat	Cnty Class	Population	Assess. Valuation	Square Miles	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is funding 9-1-1?)			Prior Survey	Contracts
					Million \$ 000			Landline Fees	General Revenue	Sales Tax		
x	Clark	Kahoka	3	7,139	92,553	507	No funding					
x	Douglas	Ava	3	13,684	128,091	814	No funding					
x	Hickory	Hermitage	3	9,627	106,556	411	No funding					
x	Knox	Edina	3	4,131	67,369	507	No funding					
x	Mercer	Princeton	3-T	3,785	59,875	454	No funding					
x	Oregon	Alton	3	10,881	82,213	792	No funding					
x	Ozark	Gainesville	3	9,723	101,358	731	No funding					
x	Ripley	Doniphan	3	14,100	86,580	632	No funding					
x	Schuyler	Lancaster	3	4,431	39,631	308	No funding					
x	Scotland	Memphis	3	4,843	58,992	439	No funding					
x	Shannon	Eminence	3	8,441	66,382	1,004	No funding					
x	Wayne	Greenville	3	13,521	125,079	763	No funding					
				5,993,594	95,751,381	69,023		16,061,898	33,741,655	37,859,238		2,774,009

## Appendix 4

### Glossary and Acronym Definitions

**9-1-1:** a three- (3) digit telephone number to facilitate the reporting of an incident or situation requiring response by a public safety agency.

**Abandoned Call:** a call placed to 9-1-1 in which the caller disconnects before the PSAP attendant can answer the call.

**Alternate Routing:** the capability of automatically rerouting 9-1-1 calls to a designated alternate location if all 9-1-1 trunks to the primary PSAP are busy. May also be activated upon request when 9-1-1 equipment fails or the PSAP itself is disabled.

**Association of Public-Safety Communications Officers International (APCO)**

**Answering Position:** an appropriately equipped location within a PSAP that is used to receive incoming 9-1-1 calls.

**Audible Signal:** a sound that indicates an incoming 9-1-1 call.

**Automatic Call Distributor (ACD):** equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received, or holds calls until a call attendant becomes available.

**Automatic Location Identifier (ALI):** automatic display at the PSAP of the calling party's telephone number, the address for the telephone and supplementary information.

**Automatic Number Identification (ANI):** automatic display at the PSAP of the calling party's telephone number.

**Basic 9-1-1:** allows the calling party to dial 9-1-1 however, no ANI or ALI is displayed. Basic 9-1-1 usually provides a ring back feature for the dispatcher.

**Call Detail Recording:** a means of establishing chronological and operational accountability for each 9-1-1 call processed, consisting minimally of the caller's telephone number, the time the 9-1-1 telephone equipment established initial connection (trunk seizure), the time the call was answered, the time the call was transferred (if applicable), the time the call was disconnected, the trunk line used, and the identity of the SAP call attendant's position.

**Call Party Hold:** the capability that enables a PSAP call attendant to maintain control of an incoming 9-1-1 call for tracing or confirmation of an emergency even if the caller disconnects.

**Call Progress Signals:** audible cues to advise 9-1-1 users of the status of their calls.

**Call Relay:** disposition of a service request by the notation of pertinent information by the initial PSAP call attendant who forwards the information to the action agency.

**Call Transfer:** the extending of a 9-1-1 call by a PSAP attendant to the action agency, connecting the calling party with the action agency.

**Central Office:** a telephone company facility that houses the switching and trunking equipment serving telephones in a defined area.

**Computer Aided Dispatch (CAD):** a computer based system intended to increase the efficiency and accuracy of public safety call handling and dispatching.

**CAD Interface:** the means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.

**Conference Transfer:** the capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency. Also known as Three-Way Calling.

**Cross Tandem Transfer:** the capability of transferring a call from a PSAP served by one tandem office to another PSAP served by a different tandem office.

### **Customer Premises Equipment (CPE)**

**Data Management System (DMS):** the combination of manual procedures and computer programs used to create, store, manipulate, and update required to provide selective routing and ALI.

**Default Routing:** the capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.

**Dial Tone First:** the provision of dial tone to originate 9-1-1 calls from coin telephones without charge.

**Direct Dispatch:** the functions of 9-1-1 call answering and dispatching are both performed by personnel at the primary PSAP.

**Emergency Service Number (ESN):** a number used to designate the public safety agencies responsible for service to the location of each telephone in a 9-1-1 service area, for the purpose of determining call routing.

**Emergency Service Zone (ESZ):** a defined geographical territory consisting of a specific combination of law enforcement, fire, and EMS coverage areas.

**Enhanced 9-1-1 (E9-1-1):** a telephone system that includes selective routing, ANI and ALI to facilitate appropriate public safety response.

**Enhanced 9-1-1 Service Surcharge:** a charge set by the 9-1-1 service area operating authority and assessed on each access line which physically terminates within the 9-1-1 service area.

**Forced Disconnect:** the capability of a PSAP call attendant to disconnect a 9-1-1 call to prevent jamming or overloading of the incoming lines.

### **Geographic Information System (GIS)**

**Logging Recorder:** a device that records date/time/voice communications and other transactions involved in the processing of calls to a PSAP.

**Master Street Address Guide (MSAG):** a database of street names containing address ranges with their associated communities that defines emergency service zones for 9-1-1 purposes.

**National Computer Information Center (NCIC)**

**National Incident Based Reporting System (NIBRS)**

**National Emergency Number Association (NENA)**

**National Telecommunications and Information Administration, United States Department of Commerce (NTIA)**

**Non Recurring Costs:** one-time charges.

**NXX:** the first three digits of a local telephone number that identifies the central office switching location within its area code. Also referred to as NNX.

**Pilot Number:** a telephone customer's main account number, lead number, listed number or billing number.

**Private Branch Exchange (PBX):** a private, internally switched telephone system of significance to 9-1-1 systems because internal stations may not be individually contained in the DMS and, as a result, will not be displayed by ANI or ALI equipment.

**Public Safety Agency:** an entity, which provides fire fighting, law enforcement, emergency medical service or other emergency response.

**Public Safety Answering Point (PSAP):** the location where a 9-1-1 call is received for action by a public safety agency.

**Public Switched Telephone Network (PSTN):** the totality of equipment, lines, and controls assembled to establish communications paths between calling and called parties.

**Ring Back:** the capability that permits the PSAP call attendant to cause the telephone on a held circuit to ring. Also known as re-ring.

**Recurring Costs:** monthly or annual charges associated with the 9-1-1 system.

**State Computer Information Center (SCIC)**

**Selective Routing (SR):** the capability of routing a 9-1-1 call from a central office to a designated PSAP based upon the telephone number and/or the location of the calling party.

**Selective Transfer:** the capability of automatically transferring a 9-1-1 call to the action agency by operation of a single button switch, based on the origin of the incoming call.

**Tandem:** a switching system in the public switched telephone network that establishes trunk to trunk routing.

**TDD/TTY:** a telecommunication device for the hearing and speech impaired.

**Thousands Number Group:** the entire last four-digit group of numbers in an exchange sometimes used to determine default routing locations.

**Trunk:** a circuit connecting switching equipment at two sites.

**Trunk Seizure:** the point at which a call is assigned to a trunk and acknowledgement is provided by the 9-1-1 call.

**Unbundling:** different parts of E9-1-1 can be charged for separately rather than charged as one system

**Wireless Phase 1:** the callback number must be passed to the PSAP

**Wireless Phase 2:** the callback number and approximate location of the caller must be available to the PSAP.