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**Rules of**  
**Department of Public Safety**  
**Division 90—Missouri 911 Service Board**  
**Chapter 2—911 Financial Assistance Program**

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**Title 11—DEPARTMENT OF  
PUBLIC SAFETY**

**Division 90—Missouri 911 Service Board  
Chapter 2—911 Financial Assistance  
Program**

**11 CSR 90-2.010 Definitions**

*PURPOSE: This rule establishes definitions for terms used in this chapter.*

*PUBLISHER'S NOTE: The secretary of state has determined that publication of the entire text of the material that is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.*

(1) As used in this chapter, the following terms shall mean:

(A) "911 services authority," any county or city governing body or elected emergency services board to which the board remits pre-paid wireless emergency telephone service charges deposited in the fund under section 190.460.3.(5), RSMo;

(B) "911 service level," level of a Public Safety Answering Point's (PSAPs) 911 services. There are four (4) levels—

1. Basic—No 911 equipment;
2. Enhanced—Wireline only;
3. Phase I—Wireless number only; and
4. Start Phase II—Latitude/Longitude, Text-to-911;

(C) "Adverse action," an action taken by the board to deny, reject, reduce, suspend, or terminate a grant or loan application, financial assistance under an approved application or project agreement, or request to materially amend a project agreement or extend the project completion date;

(D) "Application window," a period set by the board for the submission of applications for grants and loans available pursuant to section 650.335, RSMo;

(E) "Award priority areas," attributes of loan or grant applications that warrant priority in allocating financial assistance from the fund due to the potential to most greatly improve 911 services statewide, especially in underserved areas, including the following:

1. Including one (1) or more PSAPs located in a jurisdiction with a 911 service level of basic;
2. Consolidating two (2) or more PSAPs;

3. Consolidating 911 services within a defined region of the state;

4. Moving one (1) or more PSAPs up one (1) or more 911 service levels;

5. Meeting the NENA i3 Solution Standard for Emergency Services IP Network;

6. Becoming NG9-1-1 compatible;

7. Purchasing 911 technology and equipment, such as 911 trunking equipment, workstations with 911 answering equipment, software, dispatch systems, and radio systems, that is currently non-existent and is not being used to replace existing equipment; and

8. Adding Text-to-911; defined as is the ability to send a text message to reach 911 emergency call takers from a mobile phone or device;

(F) "Board," the Missouri 911 service board defined in section 650.320, RSMo, and established by section 650.325, RSMo;

(G) "Eligible applicants" or "Applicants," counties, cities, and elected emergency service boards that sections 650.330 and 650.335, RSMo, authorize to submit applications to the board for grants and loans to finance all or a portion of the costs incurred by their 911 services authorities in implementing a 911 communications service project;

(H) "Eligible uses," expenditures that may be paid using financial assistance from the fund, including but not limited to capital expenses such as building, facility, and equipment costs; operating expenses such as research, development, and administrative costs; expenses associated with training; and matching funds for federal grants;

(I) "Fund," the Missouri 911 service trust fund established by section 190.420, RSMo;

(J) "Grant," a distribution from the fund that is not required to be repaid;

(K) "Incomplete application," an application received by the board that is not submitted in accordance with the application instructions, regulations, or statutes;

(L) "Loan," a distribution from the fund that must be repaid with interest;

(M) "NENA i3 Solution Standard," the NENA Detailed Functional and Interface Standard for the NENA i3 Solution, NENA-STA-010.2-2016 (originally 08-003), September 10, 2016, published by the National Emergency Number Association, 1700 Diagonal Rd., Suite 500, Alexandria, VA 22314 ([www.nena.org](http://www.nena.org)) and available at [http://www.nena.org/resource/resmgr/standards/NENA-STA-010.2\\_i3\\_Architectu.pdf](http://www.nena.org/resource/resmgr/standards/NENA-STA-010.2_i3_Architectu.pdf) and on the board's website. This standard is incorporated herein by reference and does not include any later amendments or additions;

(N) "Next Generation 911" or "NG9-1-1," a system comprised of managed IP-based net-

works, gateways, functional elements, and databases that augment or replicate present day E9-1-1 features and functions and provide new capabilities. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations;

(O) "Project Agreement," an agreement governing the board's award of a financial assistance for an 911 services authority's 911 communications service project; and

(P) "PSAPs," public safety answering points as defined in sections 190.400 and 650.320, RSMo.

(2) As used in this chapter, all terms defined in sections 650.320 and 190.400, RSMo, shall have meaning prescribed therein.

*AUTHORITY: sections 650.330 and 650.335, RSMo Supp. 2021.\* Emergency rule filed May 6, 2020, effective May 21, 2020, expired Feb. 25, 2021. Original rule filed May 7, 2020, effective Dec. 30, 2020. Emergency amendment filed Aug. 31, 2021, effective Sept. 15, 2021, expired March 13, 2022. Amended: Filed Jan. 7, 2022, effective July 30, 2022.*

*\*Original authority: 650.330, RSMo 1997, amended 1999, 2017, 2018, 2019, and 650.335, RSMo 2018, amended 2021.*

**11 CSR 90-2.020 Application Requirements and Submission Procedure**

*PURPOSE: This rule prescribes the content of and procedure for applying for financial assistance in the form of grants and loans from the Missouri 911 service trust fund, the proceeds of which are to be used to finance a portion of the costs incurred in implementing projects to improve 911 services.*

(1) Application Window. All application windows shall be established by the board as it deems appropriate and be published on its website, <https://www.missouri911.org>. The board reserves the right to extend published application windows as it deems appropriate. For each application window, the board shall exercise its discretion to determine the total amount of financial assistance available from the fund, allocate the available amounts between grants and loans, establish any percent of match in local funds required for applications seeking grants, and determine the maximum amount of financial assistance available per application. The board will publish this information on its website before the start of each application window.



(2) Application Submission Procedure.

(A) Deadline. Applications for all application windows shall be submitted to the board by the deadline established and published by the board. Applications may be submitted by electronic mail or certified or registered mail. Electronic mail shall be sent to [admin@missouri911.org](mailto:admin@missouri911.org) and certified and registered mail shall be sent to “Missouri 911 Service Board” at PO Box 2126, Jefferson City, MO 65102. The board presently lacks the ability to receive applications by hand delivery because it does not maintain a physical office. The board prefers to receive electronic copies of applications by electronic mail.

(B) Format. Applicants must provide one (1) electronic version of their applications, including the accompanying documents.

(C) Joint Applications. Applications submitted by two (2) or more eligible applicants must contain all information required for each applicant and its 911 services authority and a memorandum of understanding between all eligible applicants and their 911 services authorities. The board encourages joint applications.

(D) Rejection Criteria. The board will reject applications that are untimely. The board may extend the application deadline for up to seventy-two (72) hours. Any extension will apply to all applications. The board will notify applicants and their 911 services authorities in writing regarding applications it deems incomplete and allow fourteen (14) calendar days for the submission of information necessary to complete such applications. The board may reject applications that remain incomplete for longer than fourteen (14) days after notice is sent.

(3) General Requirements.

(A) Who may apply. Applications may be submitted by eligible applicants singly, or in combination with one (1) or more other eligible applicants.

(B) Signature and Certification. All applications shall be prepared by the 911 services authority that will incur some or all the costs to implement the 911 communications service project in the application. All applications will be signed by an authorized representative of each applicant and an authorized member of its 911 services authority. By signing the application—

1. Applicants authorize the board to transmit directly to their 911 services authorities any portion of an award of financial assistance that is for costs to be incurred by their 911 services authorities in implementing approved projects;

2. Applicants and 911 services authorities certify that any financial assistance obtained from the fund will be expended only for purposes specified in the approved appli-

cation or the project agreement.

3. 911 services authorities certify that they, on behalf of their eligible applicants, will repay any portion of a loan made that is transmitted directly to them by the board, with interest, and will annually budget an amount sufficient to make any payments required by the board under section 650.335, RSMo. Eligible applicants make the same certification with respect to any portion of a loan transmitted to them for costs to be incurred by them in implementing approved projects.

(C) Funding Limits and Sources. The maximum amount of grants, loans, or a combination of grants and loans that may be requested in a single application, as set by the board for each application window, shall be the same regardless of the number of eligible applicants included in an application.

(D) Project Costs Disclosure. Applications shall include all necessary costs, including those of any third party, required for the full implementation of the project. For all projects in which not all project costs will be incurred and paid by the applicants’ 911 services authorities, the applications also shall identify all other sources that will incur or pay project costs, the specific project costs to be incurred or paid by each source, and the total project costs to be incurred or paid by each source.

(E) Limit on Number of Applications. The board reserves the right to limit the number of applications that may be submitted per applicant per application window. The limit applies to joint applications.

(F) Project Completion Deadline. Applications must demonstrate that the proposed project is able to be completed no later than one (1) year after the board first remits any financial assistance from the fund for project implementation.

(G) Grounds for Rejection or Disapproval. The board may reject applications signed by applicants or 911 services authorities owing money to the fund under a loan agreement previously approved by the board or that have not yet completed a project that was previously approved by the board.

(4) Application Contents. Applications shall contain a Project Narrative and a Technical Assistance Report that includes a proposed budget.

(A) Project Narrative Requirements. The project narrative shall include the following information for all applicants and their 911 services authorities signing the application:

1. Identifying and contact information. The names, addresses, titles, locations addresses, telephone numbers, and email addresses of the eligible applicants’ governing bodies and the 911 services authorities’

primary contact individuals;

2. Constituent information. The number of constituents to be served by the entire project, the 911 services authorities’ 911 levels as of the date of the application and upon project completion;

3. Funding request information. State a preference for a grant, loan, or combination of the two (2), the total amount of financial assistance requested, and the amount of each type of financial assistance requested (only if both types are requested). The board reserves the right to extend an offer for either type of financial assistance or a combination of the two (2) regardless of the type of funding requested and to less than the requested amount;

4. Funding Purpose. Identify the statutory purposes for which the requested financial assistance will be used—

A. Implementation of 911 services in counties of the state where services do not exist or to improve existing 911 systems;

B. Promotion of consolidation of public safety answering points (PSAPs), where appropriate;

C. Mapping or addressing all county locations;

D. Ensuring primary access and texting abilities to 911 services for disabled residents;

E. Implementation of initial emergency medical dispatch services, including prearrival instructions in counties where those services are not offered as of the date the application is submitted; and

F. Development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies;

5. Personnel information. State the name and title of key personnel performing the project for which financial assistance is sought. For any vacant job positions, provide a job description instead of a name; and

6. Service description. Provide a detailed description of the services to be provided for each purpose identified in (4)(A)-(F) of this rule for which financial assistance is requested. The description must include the following information:

A. A summary of the activities to occur and the key personnel responsible for each activity;

B. A description of how the application addresses one (1) or more of the Award Priority Areas;

C. A work plan and timeline that identifies activities, and proposed start and completion dates;

D. A plan for the 911 services authorities to report progress and expenditures to



the board. At a minimum, the plan must require the 911 services authorities to submit to the board progress and expenditure reports on a quarterly basis and a final project report and financial reconciliation no later than thirty (30) calendar days after project completion; and

E. A brief description of how the activities identified in the application will be sustained by the 911 services authorities beyond the completion date of the project.

(B) Technical Assistance Report. The technical assistance report shall contain—

1. A detailed budget and justification for the total cost of the funded project, including the following:

A. Capital expenses incurred by the 911 services authorities, the applicants, or any other source for the purchase of materials, equipment, and supplies;

B. Operating expenses incurred by the 911 services authorities, the applicants, or any other source for personnel, administration, and operations;

C. Training expenses, incurred by the 911 services authorities, the applicants, or any other source for programs, facilities, travel, and trainers; and

D. Other direct costs incurred by the 911 services authorities, the applicants, or any other source for the funded project;

2. The suggested format for the budget is a spreadsheet that contains or is accompanied by notes describing how amounts of expenses incurred by the 911 services authorities, the applicants, or any other source align with the activity timeline in the narrative proposal;

3. Financial records and other documents demonstrating that the applicants, through their 911 services authorities or otherwise, have the ability to operate and maintain ongoing 911 services after project completion;

4. Written certification, such as a resolution, that the governing bodies of the applicants have approved the applicants entering into a project agreement with the board if the application is approved and a copy of the approvals. Applicants indicating that approval of their governing bodies is not required must submit proof acceptable to the board;

5. For applications requesting a loan, financial records, and other documents or information demonstrating that the applicants, through their 911 services authorities or otherwise, are providing at least a fifty percent (50%) match of the amount of loan sought and that the total project cost will be recovered during the loan repayment period; and

6. For applications requesting a grant,

financial records, and other documents or information demonstrating that the applicants, through their 911 services authorities or otherwise, are providing at least the minimum percent match of the amount of grant sought as is required by the board for the application window.

*AUTHORITY: sections 650.330 and 650.335, RSMo Supp. 2020.\* Emergency rule filed May 6, 2020, effective May 21, 2020, expired Feb. 25, 2021. Original rule filed May 7, 2020, effective Dec. 30, 2020.*

*\*Original authority: 650.330, RSMo 1997, amended 2017, 2018, 2019 and 650.335, RSMo 2018.*

### 11 CSR 90-2.030 Application Review and Decision

*PURPOSE: This rule establishes the process the board will use to review and make decisions regarding applications for financial assistance in the form of grants and loans from the Missouri 911 service trust fund.*

(1) Application Review. The board or its designated members or appointees will review all applications. Applications meeting the minimum requirements will be scored and ranked based on the scoring to aid the board in deciding which applications to approve and the amount and type of financial assistance to award approved applicants. If more than one (1) application receives the same score, then the tied applications will be ranked in the order determined to best accomplish the purposes listed in section 650.330.1.(16), RSMo.

(2) Application Scoring.

(A) Project Narrative. The project narrative shall be scored as follows:

1. One (1) point shall be awarded for each portion required by 11 CSR 90-2.020(4)(A)1., 2., 3., and 5. that is determined to contain adequate information;

2. One (1) point shall be awarded for each separate purpose listed in 11 CSR 90-2.020(4)(A)4.A.-F. that is determined to be adequately identified and described; and

3. Points for portions of the project narrative required by 11 CSR 90-2.020(4)(A)6. shall be awarded as follows:

A. For the portion required by 11 CSR 90-2.020(4)(A)6.A., three (3) points if the application adequately describes specific, feasible activities and identifies parties responsible for completing the activities. Fewer than three (3) points may be awarded for answers that are determined to be partially adequate;

B. For the portion required by 11 CSR

90-2.020(4)(A)6.B., one (1) point for including in the application one (1) or more public safety answering points (PSAPs) located in a jurisdiction with a current 911 level of basic for up to five (5) points, one (1) point for consolidating a PSAPs for up to five (5) points, one (1) point for consolidating 911 services within a region, one (1) point for moving one (1) or more PSAPs up one 911 service levels for up to five (5) points, and one (1) point for meeting the National Emergency Number Association (NENA i3) Solution Standard for Emergency Services IP Network;

C. For the portion required by 11 CSR 90-2.020(4)(A)6.C., one (1) point for providing a work plan and timeline that adequately identifies activities and proposed start and completion dates;

D. For the portion required by 11 CSR 90-2.020(4)(A)6.D., one (1) point for providing an adequate plan for reporting progress and expenditures to the board; and

E. For the portion required by 11 CSR 90-2.020(4)(A)6.E., one (1) point for adequately describing how the activities identified in the application will be sustained beyond the completion date of the funded project. One (1) additional point may be awarded if the application shows above average confidence of sustainability and a second additional point may be awarded if the application shows high confidence of sustainability.

(B) Technical Assistance Report Scoring. The technical assistance report required by 11 CSR 90-2.020(4)(B) shall be scored one (1) to three (3) points depending on the board's or its reviewer's determination as to the level of reasonableness and feasibility of the budget and the adequacy of the justification for the total project cost.

(3) Application Decisions.

(A) The board will make all final decisions regarding applications. The board will strive to approve or disapprove applications within sixty (60) calendar days after the close of each application window and decide the amount and type of financial assistance to award each approved applicant and transmit to its 911 services authority for project implementation.

(B) The board will disapprove all applications that it determines do not meet the minimum requirements.

(C) The board will make final decisions on applications meeting the minimum requirements on a case-by-case basis based on the board's determination, in its sole discretion, of which projects best promote the purposes of the fund set forth in section



650.330.4.(16)(a)-(f), RSMo. In situations where the board offers a loan when a grant was requested, the board reserves the right to request any additional documents or information needed to ascertain if the match requirement is met.

(D) The board or its designee will notify each applicant and its 911 services authority in writing of the board’s decision regarding the application. If the board disapproves an application, the writing will advise of the protest procedure in 11 CSR 90-2.050.

*AUTHORITY: sections 650.330 and 650.335, RSMo Supp. 2020.\* Emergency rule filed May 6, 2020, effective May 21, 2020, expired Feb. 25, 2021. Original rule filed May 7, 2020, effective Dec. 30, 2020.*

*\*Original authority: 650.330, RSMo 1997, amended 2017, 2018, 2019 and 650.335, RSMo 2018.*

**11 CSR 90-2.040 Project Administration**

*PURPOSE: This rule establishes the process the board will use to administer approved 911 communications service projects.*

(1) Project Agreements. Approved applicants and their 911 services authorities must enter into project agreements with the board. The project agreements will contain the terms and conditions of the board’s award of financial assistance. For projects involving a loan, the project agreements will contain the interest rate, repayment amount, number of payments, and a repayment schedule determined by the board based on the total project costs, amount of the loan, amount of match in local funds, award priority areas addressed by the project, and purposes listed in section 650.330.4.(16), RSMo to be accomplished. The project agreements will require each eligible applicant’s 911 services authority to agree to repay on behalf of the eligible applicant, any portion of the loan transmitted directly to them or used to pay costs incurred on their behalf.

(2) Fund Disbursement. The board will not disburse any financial assistance for any project until a project agreement has been fully executed, and it has received a written certification of approval, such as a resolution, of the project agreement from the applicants’ respective governing bodies or the applicants have demonstrated to the board’s satisfaction that no such approval is required.

(3) Project Agreement Change Requests. 911 services authorities must obtain written approval of the board or its designee before

making any material changes to an approved project.

(A) 911 services authorities may request approval of the board or its designee for a material change to an approved project by submitting a written request by electronic mail to the electronic mail address in the project agreement or by certified or registered mail addressed to “Missouri 911 Service Board” at PO Box 2126, Jefferson City, MO 65102.

(B) Requests must include a detailed explanation of the circumstances warranting the requested change.

(C) The board or its designee, in its sole discretion, will determine all change requests on a case-by-case basis and advise the requestor in writing of the board’s decision. If a change request is denied, the writing will advise of the protest procedure in 11 CSR 90-1.050.

(4) Extensions of Time. 911 services authorities may request extensions of the project completion deadline in their project agreement by submitting a written request by electronic mail to the electronic mail address in the project agreement or by certified or registered mail addressed to “Missouri 911 Service Board” at PO Box 2126, Jefferson City, MO 65102.

(A) Requests must include a detailed explanation of the circumstances warranting extension of the project completion deadline.

(B) Requests for extension must be received by the board at least forty-five (45) calendar days before the expiration of the current project completion deadline.

(C) The board will not consider any request for extension of a project completion deadline that exceeds six (6) months.

(D) The board or its designee, in its sole discretion, will determine all requests for extensions on a case-by-case basis and will grant a timely submitted first request for extension when the requestor demonstrates an inability to meet its project completion deadline despite a good faith effort to do so. Second and subsequent requests for extension will be viewed unfavorably and will only be granted when the board determines that substantial justification or extreme circumstances exist.

(E) The board or its designee will notify the requestor of its decision in writing. If a request for extension is denied, the writing will advise of the protest procedure in 11 CSR 90-1.050.

(5) Audits. The board will conduct audits as it deems appropriate. Applicants and 911 services authorities shall provide any informa-

tion requested by the board and access to the project site.

(6) Funding Change or Termination. The board reserves the right to reduce, suspend, or terminate the provision of financial assistance before or after execution of the project agreement due to a lack of funds, misrepresentations on the application, a failure to comply with the project agreement or applicable laws, or other conduct deemed inappropriate by the board.

*AUTHORITY: sections 650.330 and 650.335, RSMo Supp. 2020.\* Emergency rule filed May 6, 2020, effective May 21, 2020, expired Feb. 25, 2021. Original rule filed May 7, 2020, effective Dec. 30, 2020.*

*\*Original authority: 650.330, RSMo 1997, amended 2017, 2018, 2019 and 650.335, RSMo 2018.*

**11 CSR 90-2.050 Protests**

*PURPOSE: This rule establishes a procedure to protest adverse actions taken by the board.*

(1) Protest Procedure. Applicants and 911 services authorities may protest any adverse action taken by the board related to their applications (assuming the applicants are eligible applicants) or a project agreement signed by them by submitting a protest by certified or registered mail addressed to “Missouri 911 Services Board” at PO Box 2126, Jefferson City, MO 65102, or by electronic mail addressed to [admin@missouri911.org](mailto:admin@missouri911.org).

(A) Protest Deadline. Protests must be received by the board within fourteen (14) calendar days after the date of adverse action. If the fourteenth day falls on a Saturday, Sunday, or state holiday, the period will extend to the next state business day.

(B) Protest Requirements. All protests shall be in writing and include the following information:

1. Name, address, and phone number of the protesting applicants and 911 services authorities;
2. Signature of an authorized representatives of the protesting applicants and 911 services authorities;
3. Detailed statement of the grounds for the protest;
4. Supporting exhibits, evidence, or documents for the protest;
5. The board will deny a protest that does not contain all required information, is untimely, or fails to establish standing to protest;
6. All protests meeting the above requirements will be reviewed by the board;



7. The board will only issue a determination on the issues asserted in the protest; and

8. The board's determination will be in writing, will set forth the facts relied upon, an analysis of the protest, and a conclusion that the protest will either be sustained or denied in whole or part, and will be mailed to the protesting applicants and 911 services authorities by registered or certified mail.

A. If the protest is sustained, remedies include a modification or reversal of the protested adverse action.

B. If the protest is denied, the board will take no further action on the protest.

*AUTHORITY: sections 650.330 and 650.335, RSMo Supp. 2020.\* Emergency rule filed May 6, 2020, effective May 21, 2020, expired Feb. 25, 2021. Original rule filed May 7, 2020, effective Dec. 30, 2020.*

*\*Original authority: 650.330, RSMo 1997, amended 2017, 2018, 2019 and 650.335, RSMo 2018.*