



PRESS RELEASE

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Scott Cason, Executive Director, Missouri 911 Service Board

James Theisen, Pettis County

Stacie Smith, Saline County

Heartland Group Announces Completion of Major NG911 Upgrade Project Across Five Missouri Counties

Extensive Collaboration Brings Next Generation 911 Services to Cooper, Lafayette, Osage, Pettis, and Saline Counties with Over \$2.6 Million in Funding

JEFFERSON CITY, MO — [April 4, 2025] — The Heartland Group, an initiative led by local 911 coordinators from Cooper, Lafayette, Osage, Pettis, and Saline counties, is pleased to announce the successful award of \$2,608,571 for the implementation of Next Generation 911 (NG911) services across the region. This critical upgrade will enhance emergency communication capabilities, ensuring faster and more reliable service for residents and travelers along the 52-mile stretch of Interstate 70.

James Theisen, Pettis County GIS & Grant Manager the main project manager, alongside Stacie Smith, Director of Saline County E911, spearheaded this ambitious project. Their leadership and dedication, often working weekends and evenings, were pivotal in the formation of an interoperable 911 region through meticulous coordination and needs assessment.

"A key part of this investment is regional ESInet software, which brings Next Generation 911 (NG911) to these areas," said Scott Cason, Executive Director of the Missouri 911 Service Board. "This technology ensures that if a county's 911 system goes down, calls can seamlessly route to a neighboring center with full caller information intact, keeping emergency services connected and responsive when it matters most."

The Heartland Project required extensive collaboration with multiple vendors to select the appropriate technology and equipment that meets the unique needs of each county. This effort has culminated in a sophisticated system that includes NG911-capable servers, advanced call answering systems, recording equipment, and state-of-the-art GIS mapping to accurately pinpoint caller locations. Notably, upon completion, all participating counties will have implemented text-to-911 capabilities, significantly enhancing accessibility to emergency services.

The Heartland Group's project supports an extensive network of public safety agencies, including 29 law enforcement agencies, one city utility, 9 EMS agencies, 4 combined Fire/EMS agencies, and 36 fire departments, all dedicated to protecting the community.

The Missouri 911 Service Board Next Generation 911 Grant funded these essential upgrades with funds from the Board grant fund. Additional funds were provided from an appropriation by Governor Mike Parson and the Missouri General Assembly.

This NG911 upgrade marks a significant enhancement in public safety infrastructure, setting a new standard for emergency communication systems in Missouri.