

## MOREnet Council Meeting Agenda

TIME: Monday, June 24, 2024, 1:00-2:30pm

PLACE: <https://morenet.zoom.us/j/99270253484?pwd=RGJaTXRqenhmUkZMTWhMT2pzZ2JMZz09&from=addon>

### A G E N D A

	<b>Page:</b>	<b>Presentation by:</b>
<b>I. Introduction</b>		
a) Call to Order		Carrie Cline, Chair
b) Introduction of Council Members, Staff, Observers		Carrie Cline, Chair
c) New Council Member Introductions		Carrie Cline, Chair
d) Call for Additional Agenda Items and Adoption of Agenda		Carrie Cline, Chair
<b>II. Action Items</b>		
a) Minutes of the Dec 11, 2023, Council Meeting – Approval	3	Carrie Cline, Chair
b) FY25 Original Budget – Endorsement	6	Lynn Burgan
c) Proposed FY25 Plant Fund Transfer and Projected FY25 Plant Fund Balance – Endorsement	10	Lynn Burgan
<b>III. Discussion/Information Items</b>		
a) Proposed FY24 Ending Balances – Information	13	Lynn Burgan
i) Projected FY24 Ending Operating Balance		
ii) Projected FY24 Plant Fund Balance		
b) 2024 Member Satisfaction Survey Highlights – Information	14	Dawn Thurnau
c) New Associate Director of Network Services Introduction – Information		Hank Niederhelm
d) FY2025 Major Initiatives, What’s on your list? Around the Room – Discussion		Council Members
<b>IV. Future Meeting Schedule*</b>		
a) Monday, September 16, 1:00-2:30pm via Zoom		
b) Monday, December 9, 1:00-2:30pm via Zoom		
<b>V. Open Time for the Public to Address the Council</b>		

\*Public may attend by emailing [loyds@more.net](mailto:loyds@more.net) in advance to receive the required call-in information.

Updated May 30, 2024

## MOREnet Council Members

	<b>Title</b>	<b>First</b>	<b>Last</b>	<b>Position</b>	<b>Organization</b>	<b>E-mail</b>	<b>Phone</b>	<b>Term Ends</b>
***	Mrs.	Natasha	Angell	Executive Director	MOREnet	angelln@more.net	(573) 882-9025	No Term
	Dr.	Tony	Arbisi	Director of Technology	Belton School District	tarbisi@bsd124.org	(816) 892-1332	12/31/2026
	Mr.	Doug	Austin	Chief Technology Officer	Special School of St. Louis County	daustin@ssdmo.org	(314) 989-8156	12/31/2025
*	Dr.	Michelle	Brenner	Director of Technology and Digital Learning	Branson School District	brennerm@branson.k12.mo.us	(417) 336-1816	12/31/2024
	Mr.	Ben	Canlas	Interim Vice President for Information Technology and MU Chief Information Officer	University of Missouri	canlasb@umsystem.edu	(573) 884-2767	No Term
**	Ms.	Carrie	Cline	Director	Neosho Newton County Library	carrie@neosho.lib.mo.us	(417) 451-4231	12/31/2024
	Mr.	Rick	DeCaro	Director of Information Technology Services	Logan University	rick.decaro@logan.edu	(636)230-1760	12/31/2026
	Ms.	Samantha	Dickey	Interim Assistant Commissioner for Postsecondary Policy	Missouri Department of Higher Education	Samantha.Dickey@dhewd.mo.gov	(573) 751-5221	No Term
	Ms.	Christa	Herreweghe	Director	Kirkwood Public Library	christa@kplmo.org	314-821-5770 x1016	12/31/2025
	Mr.	Camden	Daily	Chief Data Officer	Department of Elementary & Secondary Education	camden.daily@dese.mo.org	573 751 2223	No Term
	Mr.	John	Laurent	Chief Information Officer	Office of Administration Information Technology Services Division	john.laurent@oa.mo.gov	(573) 751-1504	No Term
	Ms.	Sue	Lightfoot-Horine	Director	Livingston County Library	director@livingstoncountylibrary.org	(660) 646-0547	12/31/2024
	Mr.	Jeff	Schneider	Chief Information Officer	College of the Ozarks	jschneider@cofo.edu	(417) 690-2721	12/31/2025
	Ms.	Robin	Westphal	Missouri State Librarian	Missouri State Library	robin.westphal@sos.mo.gov	(573) 526-4783	No Term
	Mr.	Andy	White	Vice President of Information Technology and Cybersecurity	Mineral Area College	alwhite@mineralarea.edu	(573) 518-2255	12/31/2027
<b>MOREnet Council Alternates</b>								
<b>(vote only when serving as proxy for their above Council member)</b>								
	Ms.	Janet	Caruthers	Technology and Resource Sharing Consultant	Missouri State Library	janet.caruthers@sos.mo.gov	(573) 526-1087	No Term
	Mr.	David	Hewkin	Program Specialist, Postsecondary Policy	Missouri Department of Higher Education	david.hewkin@dhewd.mo.gov	(573) 522-1151	No Term
	Mr.	Kevin	McCarthy	Cloud Operations and Governance Manager	Office of Administration Information Technology Services Division	kevin.mccarthy@oa.mo.gov	(573) 751-1504	No Term
<b>MOREnet Staff</b>								
	Ms.	Lynn	Burgan	Chief Financial Officer		burganl@more.net	(573) 884-2316	
	Mr.	Chip	Byers	Director Strategic Initiatives		chip@more.net	(573) 882-9787	
	Ms.	Sherry	Loyd	Executive Staff Assistant II		loyds@more.net	(573) 884-2666	
	Mr.	Hank	Niederhelm	Director Infrastructure		hank@more.net	(573) 884-6326	
	Ms.	Dawn	Thurnau	Manager, Marketing and Product Development		thurnaud@more.net	(573) 882-9295	

\* Chair  
 \*\* Vice Chair  
 \*\*\* Non-Voting

## DRAFT MOREnet Council Meeting Minutes

TIME: 1:00 p.m. – 2:30 p.m.  
Monday, December 11, 2023

PLACE: Zoom

### Members present:

Michelle Brenner – Chair  
Doug Austin  
Ben Canlas  
Carrie Cline  
Rick DeCaro  
Christa Van Herreweghe  
John Laurent  
Sue Lightfoot-Horine  
Jeff Schneider  
Robin Westphal  
Robert Wideman

### MOREnet staff present:

Natasha Angell  
Lynn Burgan  
Chip Byers  
Sherry Loyd  
Ivan Moore  
Hank Niederhelm

### Alternates present:

Janet Caruthers

Chair Brenner called the meeting to order. Those who were in attendance are listed above.

Chair Brenner then shared that MeetGeek AI, an extension that works with Zoom, was being used to record minutes for AI tool demonstration purposes. Note that there is no formal plan to continue use of MeetGeek.

Chair Brenner called for a motion to approve the agenda as described. Christa moved to approve, Sue seconded, all were in favor, and it passed unanimously.

## ACTION ITEMS

### Minutes

Chair Brenner called for a motion to approve the draft September 18, 2023, meeting minutes. Doug moved to approve the minutes, Christa seconded, all were in favor, and it passed unanimously.

### Election of Officers

Chair Brenner called for a motion to approve the slate of candidates as presented. Christa moved to approve, Sue seconded, all were in favor, and it passed unanimously. For calendar year 2024, Carrie Cline will serve as the MOREnet Council Chair and Jeff Schneider will serve as Vice Chair.

### FY25 Work in Progress Budget

Lynn reviewed the budget materials provided in the meeting packet. The FY25 budget is based on the FY24 membership levels and selection, as well as proposed FY25 member fees and FY25 estimated expenses. The result after the plant fund transfer is a balanced budget for FY25.

Chair Brenner called for a motion to approve the FY25 draft budget as presented. Carrie moved to approve, Christa seconded, all were in favor, and it passed unanimously.

## **FY25 Member Fees**

Staff prepared FY25 member fees for the Membership Service Packages (MSP) and the Network Connectivity Fee (NCF) and are reviewing pricing for the For-Fee Service (FFS) that will be shared by March 31. There will not be any change to the MSP fee schedule for FY25.

Chair Brenner called for a motion to endorse the FY25 Member Fees as presented. Christa moved to approve, Sue seconded, all were in favor, and it passed unanimously.

## **DISCUSSION/INFORMATION ITEMS**

### **Use of Operating Surplus Fund for University Leave Program Change - Information**

Lynn shared that the University has a new leave program starting in January 2024. Employees will be going from 3 pools (sick, vacation and personal) to a single bank of days. On January 1, 2024, all employees with accrued vacation time will see their existing balance banked and then converted to PTO or paid out, depending on their balance. The first 10 days (80 hours) will be converted to PTO and balances above 80 hours will be paid out in 80-hour increments through 2026. MOREnet will use the operating surplus to pay out these balances.

### **Reseller Update – Information**

Natasha reported that due to a recent contract expiration and because MOREnet wants to provide our members with the greatest discounts and support, MOREnet is in the process of becoming a Fortinet reseller, working directly with Carahsoft. There are currently more than 130 members using Fortinet for firewall or other solutions through MOREnet's discounted offering. Staff are excited to enter into this direct relationship to continue delivering quality service and support to our members. We hope to announce in January; for urgent ordering needs you may reach out to a MOREnet staff member.

### **Michael and Susan Dell Foundation (MSDF) Ed-Fi Grant Update – Information**

Ivan shared that a second grant was received last year to create visualizations and analytics that provide district staff with real time student performance indicators. Several member districts signed up to participate and work is progressing, however, there have been two major challenges: Tyler exiting the SIS market and no further support for data export and Instructure recently and unexpectedly announcing the termination of their Ed-Fi visualization and analytics platform, Elevate. Good news is that there are five replacement vendors that we're in discussions with. We hope to reset and continue part of the grant project and will be working with Ed-Fi on the details.

### **Open Q&A with MOREnet Leadership – Discussion**

None

### **Council Member Highlights from First Semester/First 6 Months, Around the Room – Information**

- Ben is excited for a Mizzou Tigers win at the Cotton Bowl.
- Sue is thankful for less media focus on book challenges in the future.
- Ivan is thankful for a unified strategy that involves K-12, HE and workforce/industry and helping students in the long term.
- Christa is thankful for the donation management system discussion at our September meeting as they are now up and running and are receiving donations.
- Jeff is also thankful for that discussion as their donor management journey is going well and his development team is embracing it with a go-live the first week of January. He's also thankful for his college and his IT team as many are retiring so there are transitions happening and he appreciates their experience.

- Robin is thankful that it looks like the public library summer library programs will be the largest they have had in 2024 and thankful that in the last two weeks refreshable braille displays have been implemented and it will be a game changer for patrons.
- Doug is thankful for his team and for a healthy fall semester.
- Rick is thankful that his president approved an AI taskforce committee that will start in early January. The mission is to educate on best practices and responsible uses for workshop, webinars, resources on ethical AI uses incorporated with their best practices. Michelle and Jeff mentioned being interested in those results.
- Hank is thankful that MOREnet will be turning up our first 100 Gbps tail circuit.
- Chip is thankful that the grant proposal for regional compute was successful which will expose undergraduate students to supercomputing. Four institutions, with 3 more institutions wanting to join, are working together and the University of Missouri has agreed to include non-UM entities.
- Janet is thankful for the NorthStar digital literacy program and the 10-15 libraries that have started it. Training was completed this Fall and she's excited to see what the next 6 months bring.
- John is grateful for his team and support from the federal government and the state in modernizing technology.
- Lynn is thankful that the budget and member fees were approved at this meeting and being able to travel again.
- Carrie is thankful for her library's fully manned print station as it is helping many non-English speaking patrons in her area.
- Natasha is thankful for the MOREnet staff and their guidance to members. She is looking forward to the high school cybersecurity challenge (currently looking for teams) and she's excited that MOREnet will be bringing back our plan to offer local support to members through our Tech in the Field offering next year.
- Sherry is thankful that her son is home for the holidays.
- Michelle thanked Robert for his service on the Council and he is thankful for his team's work to finish up on things for this year.
- Michelle is thankful for the chance to Chair this committee even though it was out of her comfort zone.

### **Future Meeting Schedule**

Sherry to start scheduling soon.

### **Open Time for the Public to Address the Council**

No public in attendance.

Meeting adjourned 1:39 pm

Respectively submitted by Sherry Loyd

## AGENDA ITEM SUMMARY FY25 ORIGINAL BUDGET

### AGENDA ITEM

FY25 Original Budget

### DESCRIPTION

The FY25 original operating budget is based on the FY25 member fee schedules, current orders and expected expenses. For the FY25 original budget, revenue over expenses after the plant fund transfer is zero.

### REVENUE

1. K-12, Higher Education, Affiliates and Libraries Revenue

The budgeted revenue for each member group includes:

*Membership Service Package Fees*

The budgeted amounts are based on current orders and the FY25 membership package pricing schedule.

*Network Connectivity Fees*

The budgeted amounts are based on the FY25 pricing schedule and current orders.

*Connection Revenue*

Connection revenue is based on FY25 tail circuit connection expenses, as per current vendor contracts.

2. REAL Program MOU

The budgeted amount for the FY25 House Bill 12 (HB12) appropriation is \$3,109,250 and allocated based on the FY25 REAL MOU budget. The REAL MOU reduces the revenue collected directly from participating public libraries.

3. E-rate and RHC Reimbursements

The E-rate reimbursements are based on next year's estimated circuit expenses and the FY25 E-rate discount rates.

4. Other Fees and Miscellaneous Revenues

Other fees and miscellaneous revenues are based on projected for-fee service revenues.

5. Sponsorship Revenue

Sponsorship revenues are based on projected support for the MOREnet Annual Conference.

6. Transfer Revenue

Transfer revenue is based on covering the second year of the three-year vacation payout for UM leave program changes, which became effective in January 2024. MOREnet received approval during the council meeting on December 11, 2023, to use the Operating Surplus funds for the payout.

## EXPENSE

### 1. Network Related Expense

Network related expenses are based on bandwidth projections, circuit cost estimates, equipment and software expenses related to the MOREnet network and member connections, and other network expenses. Major areas of change include:

- (\$20,000) decrease for Internet access circuit costs,
- (\$1,115) decrease for aggregation circuit costs and
- \$132,000 increase for backbone, Internet2, and other network expenses for Cloudflare's DNS Hosting. This will improve our security posture, reduce staff time needed to manage the DNS infrastructure and develop and maintain the end-user applications, and allow use of additional security services Cloudflare provides.

### 2. Total Connections Expense

The budgeted amount is based on current tail circuit connection pricing, as per vendor contracts. Connection equipment expenses are based on refreshing one seventh of in-production routers.

### 3. Salaries and Benefits

Direct and G&A salaries and benefits include a 2.0% merit pool increase and \$323,378 for open positions and reclassifications and promotions planned in FY25. The budget also includes \$235,000 for UM leave program changes vacation payout for year two of three.

### 4. Other Expenses

The other expenses include budget adjustments for Conferences/member meetings and Fee-for-service related expenses. The budget for Conferences/member meetings increased because our annual conference will be in Branson, Mo and travel, conference space and food expenses will be greater there.

### 5. Operating Expenses

Operating expenses include member outreach, business travel, professional development, UM Procurement MOU, E-rate consultant services, office supplies and equipment, office equipment maintenance and software, and rent, utilities, cleaning and security expenses related to the MOREnet office.

## FUND BALANCES, ENDING BALANCE TRANSFERS, RESERVES BALANCES AND UNOBLIGATED RESERVES

	Total (\$ millions)
Projected FY25 Ending Balances - Operating	\$ 3,288,596
Projected FY25 Ending Balances - Plant	13,953,497
Less FY25 Minimum Operating Reserves (MOR)	(5,027,000)
Total Reserves Net MOR	12,215,093
Less EBS Licenses Revenue – Restricted	1,313,357
Less Current FY24 E-rate Accruals excluding Fiber Project	11,944,510
Unobligated Reserves	(\$1,042,774)

**RECOMMENDED ACTION**

Staff recommends endorsement of the FY25 Original Budget.

**ATTACHMENT(S)**

FY25 Original Budget

	FY25 Original
<b>Revenues:</b>	
K12	9,093,612
Higher Education	1,401,580
Affiliates	1,541,170
Libraries	539,431
REAL MOU	3,109,250
E-rate and RHC Reimbursements	4,563,596
Investment Income	-
Other Fees and Miscellaneous	805,816
Sponsorship Revenue	70,605
Revenue Transfers	235,902
<b>Total Revenue</b>	<b>21,360,962</b>
<b>Expenses:</b>	
<b>Direct Expenses</b>	
Internet Access Circuits	213,600
Aggregation Circuits	228,580
Backbone, I2, Other Network	917,135
Maintenance	1,222,782
Network Related Travel	-
<b>Total Network Related Expense</b>	<b>2,582,097</b>
Connection Circuits	5,562,531
Connection Equipment	70,667
Connection Equipment Maintenance	1,500
<b>Total Connection Expense</b>	<b>5,634,698</b>
Member Training	10,000
Conferences/Member Meetings	202,559
Member Related Travel	15,000
Online Resources	1,304,910
Product Development	-
Member Related Services	302,165
Fee-for-Service Related	482,684
<b>Total Other Expenses</b>	<b>2,317,318</b>
<b>Direct Salaries and Benefits</b>	<b>4,824,063</b>
<b>Total Direct Expenses</b>	<b>15,358,176</b>
<b>G&amp;A Expenses</b>	
Staff Dev., Travel and Meeting Expense	97,824
Member Outreach	38,502
Telephone	28,303
Office Supplies and Expense	63,593
Equipment, Software and Accessories	16,300
Maintenance for Equipment and Software	240,490
Professional Services	288,199
Rent, Utilities, Janitorial, and Security	302,116
<b>Total Operating Expenses</b>	<b>1,075,327</b>
<b>G&amp;A Salaries and benefits</b>	<b>3,952,839</b>
<b>Total G&amp;A Expenses</b>	<b>5,028,166</b>
<b>Total Expenses</b>	<b>20,386,342</b>
<b>Revenue over Expenses</b>	<b>974,620</b>
Fund Transfers	(974,620)
<b>Surplus after Plant Fund</b>	<b>-</b>

**AGENDA ITEM SUMMARY**  
**PROPOSED FY25 PLANT FUND TRANSFER AND PROJECTED FY25 BALANCE**

**PLANT FUND HISTORY**

MOREnet must establish a target for annual contributions to the Plant Fund (PF) to ensure that funds are available when capital replacements or upgrades are necessary. At the inception of the MOREnet consortium, one-time state appropriations funded the initial network, video, and other equipment purchases.

As reviewed and approved at the July 30, 2009 Council meeting, MOREnet reviews information on capital assets provided by the University of Missouri Controller's office on a semi-annual basis to establish a target for annual contributions. Assets used to support the MOREnet Network (including the fiber backbone), research, internal operating, member services and for-fee services (FFS) will be the basis of the calculation.

The annual contribution target will be based on the original value of assets, divided by the estimated useful life of each category of asset. In cases where updated estimates of replacement cost and useful life are available, those estimates will be used in the calculation of the annual contribution rather than the original value of old assets.

The PF replacement is built into the cost of all allocated activities and transfers will be made from appropriate fee areas.

**PF BALANCE UPDATE**

The projected beginning FY25 PF balance is \$13,120,877. For FY25, PF purchases are expected to be \$202,000 for Nimble Storage Replacements. MOREnet is recommending a FY25 PF contribution of \$974,620. The ending FY25 PF balance is projected to be \$13,953,497 after the proposed contribution.

**PROJECTED PF FY25 BALANCE**

PF Beginning Balance	13,120,877
Investment Income	60,000
Less Budgeted FY25 Purchases:	
Nimble Storage Replacements	<u>(202,000)</u>
<b>PROJECTED PF FY25 ENDING BALANCE</b>	<b>12,978,877</b>

Less amount needed in the PF at the end of FY25 excluding FY25 purchases	10,953,497
Less funds for new technologies and start-up purchases	<u>3,000,000</u>
<b>PROPOSED FY25 PLANT FUND TRANSFER</b>	<b>974,620</b>

**RECOMMENDATION**

Staff recommends the Council approve the FY25 PF transfer of \$974,620.

**ATTACHMENT(S)**

- Annual Plant Fund (PF) Contribution Estimate

## FY2025 Annual Plant Fund Contribution Estimate

Updated 5/27/2024

25

Description	Original or Replace Costs	Useful Life (Years)	Annual Contribution	Purchase Year	Replacement Year	Amount Needed in the PF
Replaces Office UPS for servers	17,557	7	2,508	22	29	7,524
Power Distribution Unit (Networked Power Receptacles) in Telecom and KC datacenters	29,737	7	4,248	22	29	12,744
SUV for MOREnet Fleet	30,929	7	4,418	24	31	4,418
SUV for MOREnet Fleet	30,929	7	4,418	24	31	4,418
ESX Server Upgrades	68,525	7	9,789	24	31	9,789
Columbia ESX Host Replacements	163,951	7	23,422	24	31	23,422
Firewall - MOREnet Office Building	12,000	7	1,714	18	25	12,000
<b>Internal/General</b>	<b>353,628</b>		<b>50,518</b>			<b>74,317</b>
Fujitsu Optical Equipment - MOREnet	2,485,354	10	248,535	15	25	2,485,354
Fujitsu Optical Equipment - Southwest project	247,000	10	24,700	17	27	197,600
<b>Optical Infrastructure</b>	<b>2,732,354</b>		<b>273,235</b>			<b>2,682,954</b>
New internet gateway routers for Kansas City and St Louis	116,717	10	11,672	22	32	35,015
Internet Routing (KC)	235,000	10	23,500	15	25	235,000
Internet Routing (STL)	235,000	10	23,500	15	25	235,000
<b>Internet Access Infrastructure</b>	<b>586,717</b>		<b>58,672</b>			<b>505,015</b>
Backbone Router (KC)	480,000	10	48,000	15	25	480,000
Backbone Router (STL)	480,000	10	48,000	15	25	480,000
Backbone Router (COL)	360,000	10	36,000	15	25	360,000
Backbone Router (SPR)	360,000	10	36,000	15	25	360,000
<b>Backbone Routing Infrastructure</b>	<b>1,680,000</b>		<b>168,000</b>			<b>1,680,000</b>
Aggregation Router (SPR)	275,000	10	27,500	15	25	275,000
<b>Aggregation Routing Infrastructure</b>	<b>275,000</b>		<b>27,500</b>			<b>275,000</b>
OTDR to test the fiber route to UMSL	14,360	7	2,051	24	31	2,051
Inline OTDR	42,700	7	6,100	24	31	6,100
Distribution Routers	205,505	10	20,550	24	34	20,550
Battery replacement and maintenance checkup for UPS's in Telecom room 5D	10,660	7	1,523	23	30	3,046
HPE Nimble AF20 Flash Array Shelf - at the 221 MOREnet offices	19,742	7	2,820	23	30	5,641
Switch at Telecom.	76,722	7	10,960	23	30	21,920
VPN Server for KC and Telecom replacements ( 8 PowerEdge)	30,992	7	4,427	23	30	8,855
Equipment replacement; correct original design flaw in the backbone as wrong amplifier was	38,264	7	5,466	22	29	16,399
To replace an EOL switch at Telecom.	76,722	7	10,960	22	29	32,881
Cisco 5500 Series Routers - UM-System and the campus (ICN) network	2,005,388	7	286,484	21	28	1,145,936
Nimble Storage Adaptive Flash HF-Series HF20 - solid state /	41,871	7	5,982	20	27	29,908
Nimble Storage All Flash AF-Series AF20 - flash storage array	53,818	7	7,688	20	27	38,441
Hut ASR920 DC's for Fairview and Seymore	9,670	7	1,381	18	25	9,670
Dark Fiber FY19 redesign equipment (ORM 9899) Cisco ASR920s	295,859	7	42,266	19	26	253,593
Dark fiber FY19 redesign (ORM 9958) 2 Cisco 5501s Agg routers	135,200	7	19,314	19	26	115,886
Replace ESX servers in KC datacenter (6 Dell PowerEdge R830)	112,209	7	16,030	19	26	96,179
ASR920's for SWEMO/SEMO huts.	14,535	7	2,076	18	25	14,535
Equipment needed for SW Fiber project. ASR-920's 12 port 1gig 2 10Gig	14,000	7	2,000	18	25	14,000
Upgrade RSP's to replace EoL RSP8G's	196,020	7	28,003	18	25	196,020
Router Optics & Transceiver Modules	30,638	10	3,064	16	26	27,574
Muxponders - Aggregation	41,000	10	4,100	16	26	36,900
MOREnet Waves Capacity Upgrade	76,060	10	7,606	16	26	68,454
Optical parts for spares kit	20,000	10	2,000	16	26	18,000
Replaces failed UPS-A at Telecom	13,000	10	1,300	16	26	11,700

Detailed PF Calculation

Description	Original or Replace Costs	Useful Life (Years)	Annual Contribution	Purchase Year	Replacement Year	Amount Needed in the PF
10G Transponders between JC switch and COL agg router	17,000	10	1,700	16	26	15,300
10 GB module for our current optiview	10,000	10	1,000	16	26	9,000
10G Transponders for 170 Backbone plus shelves	22,060	10	2,206	16	26	19,854
<b>Network Services Infrastructure</b>	<b>3,623,994</b>		<b>499,059</b>			<b>2,238,393</b>
<b>Fully funded items that have not been purchased (no contribution needed)</b>						
Fujitsu Optical Equipment - SEMO	1,742,430	10		14	Anytime	1,742,430
Aggregation Switch (KC)	11,500	10		14	Anytime	11,500
Aggregation Switch (STL)	13,500	10		14	Anytime	13,500
Aggregation Switch (COL)	12,000	10		14	Anytime	12,000
Aggregation Switch (SPR)	12,000	10		14	Anytime	12,000
Replacement of 2 HVAC in Room 5E in Telecom Bldg.	48,411	7		17	Anytime	48,411
5- Next Generation 100G Transponder	318,000	7		17	Anytime	318,000
Aggregation Router (Stoutland)	110,000	10		14	Anytime	110,000
Aggregation Switch (Stoutland)	13,500	10		14	Anytime	13,500
Plotter	11,000	7		16	Anytime	11,000
Copier	24,760	7		16	Anytime	24,760
Aggregation Router (LAB)	450,000	10		15	Anytime	450,000
Aggregation Router (KC)	283,000	10		15	Anytime	283,000
Aggregation Router (STL)	283,000	10		15	Anytime	283,000
Replacement UNIX servers	10,000	5		16	Anytime	10,000
10G Building Switch	13,776	5		16	Anytime	13,776
Dodge Caravan	21,857	5		16	Anytime	21,857
DC to AC rectifiers and fuse panel for 1102 Grand	6,334	5		15	Anytime	6,334
Dell Servers for Netflow	5,000	3		16	Anytime	5,000
10G LAN Switch (2) - Row (COL)	35,000	7		11	Anytime	35,000
10G LAN Switch (2) - Row (KC)	35,000	7		11	Anytime	35,000
LAN Switch - Core (COL)	215,000	7		12	Anytime	215,000
1G LAN Switch (1) - Row (KC)	6,250	7		12	Anytime	6,250
1G LAN Switch (3) - Row (COL)	18,500	7		8	Anytime	18,500
<b>Fully funded items that have not been purchased</b>	<b>3,699,818</b>					<b>3,699,818</b>
<b>Total</b>	<b>12,951,511</b>		<b>1,076,985</b>			<b>11,155,497</b>

Estimated FY25 Beginning Plant Fund Balance	13,120,877
Less amount needed in the PF at the end of FY25	11,155,497
Less funds for new technologies and start-up purchases	3,000,000
Plus FY25 Interest Revenue	60,000
<b>Plant Fund Balance Overfunding (Underfunding) at End of FY25</b>	<b>(974,620)</b>
Annual Contribution based on value & useful life	1,076,985
<b>Annual Contribution Adjusted for PF balance</b>	<b>974,620</b>
Less FY25 Purchases	202,000
<b>FY25 Ending Plant Fund Balance</b>	<b>13,953,497</b>

**AGENDA ITEM SUMMARY  
PROJECTED FY24 ENDING BALANCES**

**AGENDA ITEM**

Projected FY24 Ending Balances

**PROJECTED FY24 ENDING PLANT FUND BALANCE**

FY24 Beginning Balance	\$ 12,803,713
Additions:	
FY24 Interest Revenue	\$ 60,000
Plant Fund Contribution Transfer	\$ 1,058,764
Subtracts:	
Plant Purchases	\$ 801,600
<b>Projected FY24 Ending Plant Fund Balance</b>	<b>\$ 13,120,877</b>

**PROJECTED FY24 ENDING OPERATING BALANCE**

FY24 Beginning Balance	\$ 3,026,960
Additions:	
EBS Licenses Asset Transfer Revenue	\$ 1,313,357
Subtracts:	
FY24 Projected Revenue Over Expenses	\$ 605,571
FY24 Transfer for Vacation Payout	\$ 270,247
<b>Projected FY24 Ending Operating Balance</b>	<b>\$ 3,464,498</b>

**Fiber Project E-rate Revenue (not included in Operating Balance)**

E-rate Adjustments for Fiber Project - Received	\$ 8,297,658
E-rate Adjustments for Fiber Project - Not Received	\$ 7,164,357
<b>Fiber Project E-rate Revenue Total</b>	<b>\$ 15,462,015</b>

**RECOMMEND ACTION**

None

**ATTACHMENT(S)**

None

**AGENDA ITEM SUMMARY**  
**2024 MEMBER SATISFACTION SURVEY HIGHLIGHTS**

**AGENDA ITEM**

2024 Member Satisfaction Survey Highlights

**DESCRIPTION**

Each year, we send every member’s institutional representative and primary technical contacts an annual satisfaction survey. This year we are pleased to report a 16% response rate; a typical rate for customer satisfaction surveys in general.

The survey has two sections and only relevant questions are asked to each member. Example: If the member organization has a MOREnet connection, they receive questions about our connection and the Network Connectivity Fee. Likewise, if they have a Membership Service Package, they receive questions about the services included.

All recipients are asked about value, overall satisfaction, including customer service and quality of services. This survey is a critical tool for understanding the needs and expectations of our members and tracking key metric trends year over year. It provides valuable insights into their experiences and highlights areas for improvement in our offerings.

By acting on this feedback, continuing to hone what is working well as well as identifying any gaps we may have missed, we can better follow through with our mission of being the trusted partner that explores and provides technology solutions that enable innovation and opportunity, creating a higher quality of life for all Missourians.

**RECOMMENDED ACTION**

None

**ATTACHMENT(S)**

Infographic flier of annual satisfaction results

# Annual Member Satisfaction

We sent the survey to 1,204 Institutional Representative and Primary Technical Contacts. We had a response rate of 16%. Over the past 5 years we have had between a 16-18% response rate.



Overall Satisfaction  
**96%**

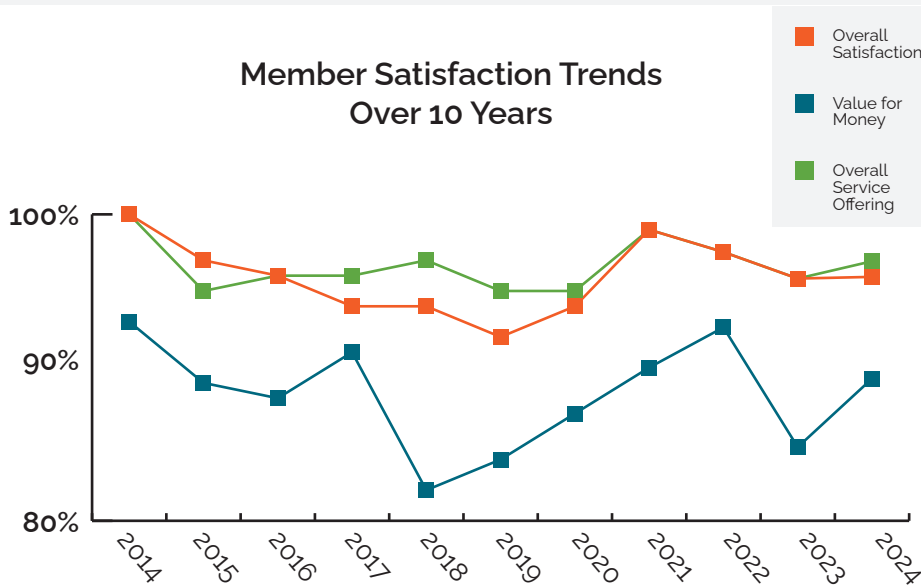


Value for the Money  
**89%**



Overall Service Offering  
**97%**

### Member Satisfaction Trends Over 10 Years

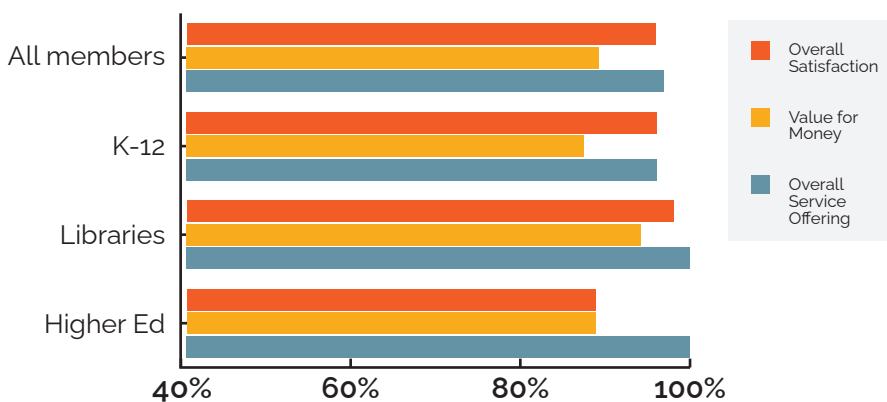


### Satisfaction Ratings for Services and Experience

#### Membership Service Package (based on a 5 pt scale)

- 4.77 - Responsiveness
- 4.77 - Competency of staff
- 4.70 - Accessibility of staff
- 4.45 - Consortium Discounts
- 4.38 - Quality of events

### Member Satisfaction by Member Group



#### Network Connectivity Fee (based on a 5 pt scale)

- 4.80 - Network staff support
- 4.71 - Network performance
- 4.69 - Network reliability
- 4.48 - Router provided with connection
- 4.22 - Access to Internet

# Annual Member Satisfaction Comments

34% of respondents left a comment (67 comments)



## Amazing Staff

I am a new director (first year) with no prior experience. I have contact MOREnet on multiple occasions and had a new equipment installed (router). Your company and your staff are amazing! Not only did each area that I have contacted walk me through step by step of each individual process but they were able to explain it in a way that I understood. I would have been lost without your help and appreciate all you do to keep our services protected.

Christy Allen  
Putnam County Library

## Reliable & High Speed Connections

Our MOREnet connections are more reliable and higher speeds than any that are otherwise available in our service areas. MOREnet staff are always quick to respond to tickets and proactive to reach out about new services and hardware that are available to us.

Emily Slama  
Pulaski County Library

## MOREnet has my back!

MOREnet has always had my back! I know that if I have a question, someone is going to be able to help me quickly.

Shyla Barnett  
Southern Boone Co. R-I

## Staff is extremely helpful

I have been very please with MOREnet. Everyone that I talk to is extremely helpful and more than willing to spend the extra time to guide me through the process of the project I am working on. My life is definitely easier knowing I have a trusted source to contact.

Justin Johnson  
Liberal R-II