REPORT OF THE

LEGISLATIVE ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS

THE LEGISLATIVE ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS RESPECTFULLY SUBMITS THIS REPORT TO THE:

GOVERNOR OF THE STATE OF ARKANSAS
PRESIDENT PRO TEMPORE OF THE ARKANSAS STATE SENATE
SPEAKER OF THE HOUSE OF REPRESENTATIVES

December 2014

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Act 1171 of 2013 created the Legislative Arkansas Blue Ribbon Committee on Local 911 Systems and charged that it perform a comprehensive study of local 911 systems, including equipment, training, staffing, funding and capabilities and to make recommendations for a statewide network that is efficient and effective.

The Committee earlier submitted its preliminary findings and objectives. This final report contains information from the completed survey of public safety answering points (PSAPs), information on Next Generation 911, Broadband, FirstNet, Smart911, SmartPrepare, comparisons of 911 surcharges and lifeline subscribers by state, training requirements, and funding. The report also looks at the negative affects to a dispatcher's physical and mental health and includes a real-life account from an Arkansas telecommunicator.

While much work was completed, much remains to be done. Consideration must be given to issues facing the 911 system as new technologies emerge and expectations of citizens change; our 911 system must adapt to changing needs. When emergencies occur, the ability to communicate can be a matter of life or death.

With the recent completion of the PSAP survey, the Committee now has the information necessary to begin a comprehensive review of issues and determining appropriate solutions. It is, therefore, the consensus of the Committee that its continuation is vital to complete its charge of ensuring that every citizen has access to the same high level of service from the 911 system regardless of where in the state a 911 call is placed.

The Committee thanks the work and support of the Arkansas Department of Emergency Management, Arkansas Geographic Information Office, Emergency Telephone Services Board, and the North Little Rock Emergency Services. Many dedicated agency personnel and concerned citizens provided testimony, recommendations, advice and information to the Committee. As a result, the Committee received invaluable research, data, and information.

INTRODUCTION

The Legislative Arkansas Blue Ribbon Committee on Local 911 Systems was created by Act 1171 of 2013. The goal of this committee is to identify and address issues relating to Arkansas's 911 Public Safety Answering Points (PSAPs) by setting a minimum standard for quality of care and service. Attaining this goal will ensure that all Arkansans have access to the same high level of service from the 911 system, regardless of where in the state a 911 call is placed.

The composition of the Committee is as follows:

Legislative Members:
Senator Linda Chesterfield, Co-Chair
Representative Tommy Wren, Co-Chair
Representative Harold Copenhaver, Vice Chair
Senator Jonathan Dismang

Non-Legislative Members:
Mayor Bill Cypert
Mr. Joel Hoggard
Mr. David Maxwell
Judge Mark Thone
Mr. Chris Villines
Mr. Todd Woerpel

The Committee held several meetings throughout the year including regional meetings in Hot Springs, Forrest City, Marianna, and Jonesboro. Through these meetings, committee members were afforded opportunities to tour several dispatch centers (PSAPs). Committee members have discussed proposals, concepts, reports, testimony, and comments received from a number of sources. The Arkansas Department of Emergency Management (ADEM), Arkansas Geographic Information Office (GIO), Emergency Telephone Services Board (ETSB), and North Little Rock Emergency Services have provided on-going assistance to the committee.

CHARGE OF THE COMMITTEE

The work of the Legislative Arkansas Blue Ribbon Committee on Local 911 Systems has been guided by the following duties stated in Act 1171 of 2013:

- Perform a detailed and comprehensive study of local 911 systems across the State of Arkansas;
- Seek input from all appropriate sources including state, county, and municipal elected officials to determine the current state of local 911 systems across the state of Arkansas;
- Research the number, location, staffing, and equipment of each PSAP in every county in the state;
- Determine if there are local 911 systems with overlap and inefficiencies within the counties of this state;
- Identify all current funding for 911 systems;
- Identify all training that is required or available for 911 personnel within this state;

- Obtain research and information from within this state and other states related to 911 systems;
- Consider appropriate solutions that provide a statewide 911 network that is efficient and effective; and
- Make recommendations to the Governor, President Pro Tempore of the Senate, and the Speaker of the House of Representatives.

BACKGROUND

Since its creation, the 911 systems in Arkansas have been completely decentralized. The Federal Communications Commission (FCC) defines a primary PSAP as the first initial contact with a 911 caller. A 911 call will be routed directly to a primary PSAP; a secondary PSAP will receive 911 calls through a transfer.

The earliest landline implementation of 911 in Arkansas began in the state's most populated counties following passage of the Arkansas Public Safety Communications Act of 1985. This enabling legislation provided the framework for implementation of 911 systems. The implementation was left to the local jurisdictions to pursue with startup activities for 911 requiring several years in any given county. Columbia, Faulkner, Independence, Pulaski, Saline and Washington counties were among the first to offer 911 services in the early 1990's.

A time consuming aspect of 911 implementation included the orderly assignment of road names, and conversion from Rural Route Box style addresses to distance based, physical address assignment. Several jurisdictions created local 911 Boards, whose purpose was to establish and deal with the process for naming roads and address conversion. On occasion, these Boards would deal with dispute resolution over contentious road names. In numerous cases, the County jurisdiction may have collected wire line 911 revenue for as many as five (5) years before they accrued sufficient funds to begin paying for implementation. Benton and Ouachita counties enacted 911 ordinances in 1988, Bradley County in 1990, and Poinsett County in 1991, but did not offer services until later. Cleveland County enacted a road naming and address conversion ordinance in 2011. Cleveland County is among four (4) counties that do not have wire line 911 services. However, the foundation of systematic road name and address assignment is in place.

Giving citizens the ability to pick up the phone and dial for help in an emergency has allowed our state the opportunity to grow and prosper in relative peace and security. Dialing three (3) numbers brings law enforcement, first responders, paramedics, and firefighters anywhere in the country. This is fundamental to public safety; people rely on it and trust that this system will be there for them when it is most needed. As technology changes, we must be ready to change and adapt as well.

This brief history showcases the complexity of 911 implementation in Arkansas that spans over 20 years. During this time period the Arkansas Chapter of the National Emergency Numbering Association (NENA), the Arkansas Chapter of the Association of Public Communication Officers (APCO), and the state ETSB have provided ad hoc leadership for

the development and implementation of both landline and wireless, but the state has lacked a statewide authority for 911 coordination and development. Perhaps the most surprising issue that arose from the beginning is just how little is known about our state's 911 system.

FUNDING

Funding is by far the most discussed issue and underlying critical component to operating effective and efficient PSAPs in Arkansas. It is clear that our dispatchers are our state's forgotten first responders. Many PSAPs are under-staffed, under-equipped, and, in many cases, under-trained making it extremely difficult to retain good dispatchers. These are exceptionally high-stress careers where life and death decisions are made daily. In order to move smoothly into future technologies, it is imperative that the state's dispatchers are offered the latest in training, their pay-scale be adjusted to reflect the job-related stress and skill necessary to perform the duties efficiently, and they should be offered the mental support necessary to prevent post-traumatic stress disorder and burn-out. Without the proper funding stream, the answering points will not be able to keep up with the demand for 21st Century technology integration.

STUDIES

Several studies and surveys were conducted during the tenure of the Committee and are included with this report in the Appendix. Data collected includes information on 911 surcharges by state, average national wireless 911 fees, lifeline subscribers by state/jurisdiction, and survey of PSAPs. Research is underway to provide an accurate list of every PSAP in the state, both primary and secondary, as well as a point of contact for each PSAP.

The PSAP survey was created and distributed to every county judge, county emergency management coordinators, chiefs of police, and county sheriffs, known ambulance services, and Arkansas State Police Troops in order to obtain a detailed and comprehensive snapshot of our state's 911 system. The survey included questions over funding, training, equipment, mapping, personnel, continuity of operations, Smart911, and Next Generation 911. The survey will provide the committee facts regarding the number of PSAPs in the state, number of dispatchers/call takers, current funding sources and expenditures for each PSAP, training available to dispatchers in our state, type of equipment and vendors of that equipment, communication issues, priority conflicts, address point conflicts or inaccuracies, Smart911 deployment, and plans for Next Generation 911 products and services.

TRAINING REQUIREMENTS

Ensuring each telecommunicator is properly educated and prepared will lead AR to a more efficient and effective 911 system. Standardized training programs promote consistency

training program, the need for such has not been overlooked. Act 640 of 2011 created a funding stream for Arkansas telecommunicators to receive training at the Arkansas Law Enforcement Training Academy (ALETA). A total of 109 students received training in 2012 through 2014 at ALETA, ALETA-NW, Stuttgart, Black River, Arkansas State Police (ASP), Texarkana, North Little Rock Police Department, and Jacksonville. A total of 15 classes were held during which dispatchers from all ASP troops, 911 centers, and agencies representing all 75 counties received training.

In addition to the Basic Telecommunicator Course offered through ALETA, training in several other areas would benefit our state. Many states across the country have a required training program for their telecommunicators. The National Incident Management System (NIMS) is utilized by responders across the nation as a guide to manage incidents. The Federal Emergency Management Agency (FEMA) offers free online NIMS courses. FEMA also offers free online courses in Incident Command (IC). The IC system is a structured management system that is flexible and scalable to meet the needs of any incident, large or small. The National Center for Missing and Exploited Children (NCMEC) offers telecommunicator training to PSAPs as well. This training educates and promotes adoption of best practices when dealing with missing, abducted, and/or sexually exploited children. The National Emergency Numbering Association (NENA) and the Association of Public-Safety Communication Officers (APCO) offers multiple telecommunicator courses both online and in-classroom.

NEXT GENERATION 911 (NG911)

For decades, voice calls for service have been answered by telecommunicators in our country's PSAPs. For over four (4) decades, the 911 system has remained static. As new technologies have emerged, more people have changing expectations of our 911 system and our 911 system must adapt to these changing needs. Currently, every PSAP in the state is Phase 2 wireless, but the state is still years away from the ability to successfully implement a statewide interoperable Next Generation 911 (NG911) system. Phase 2, or enhanced 911 wireless services, offers more precise information to the PSAP, including the caller's latitude and longitude. Across the nation, PSAPs are transitioning to Next Generation technologies. NG911 is the ability for any person, regardless of location, to place a call for service from any device at any time. NG 911 is an Internet protocol (IP) based service that allows PSAPs to receive digital information in any format including texts, pictures, and video. The PSAP is then able to seamlessly transfer this information to emergency responders and on to other PSAPs. In coming years, the definition of a 911 call will change and the types of information available to responders will change as well.

The transition to NG911 requires cooperation from state and local governments as well as input from all disciplines of emergency responders. New policies, protocols, and training must be developed to support this future system. States are finding that a strong centralized governing board is necessary to ensure NG911 deployment. Strong state leadership is necessary to coordinate the NG effort and overcome the vast array of challenges of deployment. Collaboration between all public safety entities will be critical

for the successful deployment of NG911 in Arkansas. The necessary governance and policy must be in place before NG911 deployment can become a reality. States that have deployed, or are in the process of deploying NG911 technologies, are sharing the challenges they face and it would benefit our state to learn from their best practices. Cooperation and integration of the current 911 legacy PSAP systems with the Land Mobile Radio system, the National Broadband Network, the Office of Emergency Communications, and the utility commissions are fundamental to NG911.

Funding distribution and control appears to be the major hurdle for states wishing to implement NG technologies. Current funding models are unstable and inadequate to support the transition to NG911. Cyber-security must be considered at every stage of the NG process - - from planning to deployment and then into operations. Developing a balance between local-level operational control and state-level governance and authority is crucial to maintaining a strong relationship with buy-in from all stakeholders. The status of state-by-state NG911 implementation progress is included the Appendix.

The infrastructure supporting our legacy PSAPs is nearing the end of its life. IP infrastructure provides reliability and redundancy that legacy technologies cannot offer. The transition to an IP solution will happen. Ensuring Arkansas deploys an effective and efficient NG911 system depends on the actions we take today.

BROADBAND AND FIRST RESPONDER NETWORK AUTHORITY (FIRSTNET)

NG911 and the Arkansas Public Safety Broadband Network (APSBN) represent "two halves" of the future of public safety communications in the state of Arkansas - - request and response.

NG911 is the tool that enables the public to send multimedia requests to the PSAPs. The PSAP receives these requests and then acts as the "nerve center" that coordinates the response activities and disseminates information to first responders. NG911 also allows the PSAP to receive multimedia information, such as live video feeds, GPS positioning of responders, or even patient vitals, from first responders during an emergency response.

The First Responder Network Authority, more commonly known as FirstNet, is the governing body responsible for building and implementing the Nationwide Public Safety Broadband Network (NPSBN). This network will be the first nationwide, high-speed, wireless, broadband network dedicated to public safety. The APSBN is Arkansas's portion of the NPSBN that will provide service to Arkansas's public safety personnel. This network will enable public safety responders to receive multimedia information from PSAPs, share multimedia information back to PSAPs, coordinate with other first responders, as well as access public safety applications and other resources, even in rural areas across the state.

During an emergency, communication is everything. The use of these two vital tools (APSBN and NG911) will bring public safety personnel and responders together in an unprecedented way to better serve Arkansans in need of emergency services.

SMART911 AND SMARTPREPARE - SAFETY AND PREPAREDNESS SOLUTIONS FROM RAVE MOBILE SAFETY

Smart911

Smart911 was implemented across the state of Arkansas in June 2012. The service was announced to the public on June 4 during a press conference by state legislators and public safety officials. Over the next six (6) months the service was installed in PSAPs across the state and a statewide community education program was kicked off to raise awareness of the program to all citizens and encourage them to sign up.

Smart911 allows citizens to create a free, private, and secure Safety Profile for their household that includes any information they want 911 call takers and first responders to have in the event of an emergency. This information can include names and photos of all family members; medical notes and disabilities; home details such as address, number of floors and bedrooms; and access points. It can also include pets and service animals, vehicle details, and emergency contacts.

When a citizens dials 911 from any phone number (mobile, landline, or VOIP) that is registered to their Smart911 account, their profile immediately displays on the 911 call taker's screen, providing information to help understand the nature of the emergency. These details can then be relayed to responders in the field as they are en route to the emergency.

Early on, there were success stories detailing incidents where an Arkansan's profile helped responders during an emergency. These included a family whose young child was injured playing in the backyard. When his frantic mother called 911, she forgot to inform the telecommunicator of the child's lethal latex allergy. This information was included in the family's Safety Profile and relayed to EMS teams. A mother in Pulaski County dialed 911 when she learned that her 5-year-old daughter was missing from school. Her family's profile was immediately available to 911, including the young girl's photo. She was found safe soon after.

SmartPrepare

The SmartPrepare component was added to Smart911 in September 2013 by the state. This feature allowed citizens to provide additional information to emergency management officials to better plan for and respond to disasters. Information includes individuals who need assistance evacuating their home, those who require power for medical equipment, sheltering needs, and much more. Emergency management officials can then query these details in a geographic boundary to understand who may need assistance during a disaster and what type of assistance they would need.

Communities across the state continue to work to spread the word to their citizens, engaging with community groups such as schools, senior centers, public libraries and advocacy partners, to distribute information about Smart911, continuously encouraging more citizens to sign up for the service. News coverage across the state highlights the value of the service and its impact, not only for 911 and responders but also for citizens, as valuable time is saved during an emergency when every second counts.

TEXT-TO-911

Technology is rapidly changing and, as such, the way we integrate technology into our lives is changing constantly. In order to better serve the needs of our citizens, the state's 911 system must evolve to incorporate the new forms of technology. There is probably no better example of how quickly technology can permeate our lives than texting. Texting has become a quick and reliable form of communication that many across the state rely on daily. For most, texting is just another way of sending a message, but to members of the speech impaired, deaf and hard of hearing community, texting has become a lifeline.

According to the U.S. Census Bureau, over 4 million people in the nation report some form of hearing difficulty with over 50,000 of those individuals living in Arkansas. For these individuals, texting has become an important and necessary part of their lives. In recognition that texting has become a primary means of communication for many, several PSAPs across the nation have begun receiving calls for service via text messages. Text-to-911 service provides access to local 911 systems when a phone battery is low, when cellular service is lacking, when the caller has difficulty hearing or speaking, or when the caller is in a situation where speaking could be dangerous. It is also important to note that many people across the country believe that they can already send a text-to-911. Unfortunately, Arkansas does not yet have a text-to-911 program.

The FCC lists several benefits of providing text-to-911 service including availability and ease of use, enhanced access for persons with disabilities, and as an alternate means of emergency communication. The FCC has issued a ruling requiring all Commercial Mobile Radio Service (CMRS) providers of text messaging applications to be capable of supporting text-to-911 by the end of 2014. In addition, the carriers are required to begin providing texts to PSAPs within six (6) months of the PSAP requesting such service.

GEOGRAPHIC INFORMATION SYSTEM (GIS)

GIS provides entities the power of mapping, a highly effective tool for visualizing and interpreting data. Currently, Arkansas's legacy PSAPs rely on mapping for call routing and dispatching. Primarily, PSAPs in our state use GIS data for visualization and mapping purposes, but do not typically use the analytical capabilities inherent to a GIS. Telecommunicators are concerned with caller location rather than processes like spatial (geographic) pattern or trend analysis. PSAPs routinely use geographic data to interface with their ANI/ALI information to display a 911 caller's location. As we prepare for the transition to Next Generation 911 technologies, GIS will become an even more critical component of our 911 system. The successful deployment of NG911 will depend on the accuracy of our state's GIS data. GIS will be essential for location validation, call routing, call handling, call transfers, and emergency response. Addressing standards allow critical information to be passed from one jurisdiction to another without confusion, interruption, or delay. Standards also allow for seamless data aggregation across jurisdictional boundaries. To ensure the state's GIS data is properly created, standardized, and maintained, legislative measures may be necessary.

The goal of the future 911 GIS will be to provide a dispatchable address to telecommunicators. The telecommunicator will then utilize the dispatchable address to deploy the appropriate emergency responder. A dispatchable address refers to the consistent and accurate identification of the "actionable" location from which a 911 call originates, i.e., the location at which public safety resources are needed. PSAPs without GIS training face several difficulties now and in the future. For PSAPs with the responsibility of maintaining 911 applicable GIS data layers, such as physical address points and road centerlines, their primary difficulty is often keeping the data up to date. The data, especially an address data layer, can become out-dated within days of creation due to assignment of new addresses. At a minimum, a basic level of proficiency with GIS software is needed to maintain this mission's critical data.

DISPATCHERS

Arkansas telecommunicators spend their work hours in front of a softly lit computer screen, answering calls, and dispatching emergency services. While this career is invaluable to our state and nation, the human toll may be more than expected. Sedentary careers wreak havoc on the human body, both physically and psychologically. Add to that the incredible amount of stress a telecommunicator is faced with and dispatching quickly becomes a career that is anything but conducive to a healthy life style. Understanding this trend and promoting policies to mitigate the negative effects of a career in telecommunication will help curb the high turn-over rate plaguing PSAPs as well as helping to promote the overall wellness of our telecommunicators. There were 21 deaths due to sucide among dispatchers during 1999, 2003-2004 and 2007 in 23 U.S. states.

While the physical effects are easy to identify and mitigate with exercise and a healthy diet, the mental fatigue caused by such a high-stress career is not as obvious. Like other emergency responders, telecommunicators are faced with tragedy and death on a daily basis. Recent studies are showing that many current and former telecommunicators have suffered or are suffering from the effects of post-traumatic stress disorder (PTSD). Telecommunicators are also at risk for self-inflicted injury. While this is alarming, bringing awareness about the physical and psychological challenges a telecommunicator faces is a step in the right direction. Several national campaigns are highlighting the need to support emergency responders, including telecommunicators, both at work and at home. It would benefit our state to promote these wellness programs throughout every Arkansas PSAP. One such program is highlighted below.

The non-profit 911 Wellness Foundation was established in 2011. Its mission is "to foster optimal health fueling resilience, peak performance, and a high quality of life (at work and at home) for our nation's 911 Public Safety Telecommunicators (PST). These 911 professionals are the *very* first responders when citizens seek emergency help." The Foundation's work centers around four (4) activities: research, education, policy advocacy, and treatment/emotional support. The 911 Wellness Foundation brings together emergency responders and stakeholders with mental health professionals and other subject matter experts in a wellness supporting alliance. It promotes training, treatment, and support according to the NENA Standard on 911 Acute/Traumatic and Chronic Stress Management.

Dispatchers are forced to waste valuable time and resources due to the volume of fraudulent calls. Priority conflicts are also a major cause for concern. PSAP dispatchers are currently being tasked with a multitude of duties that have nothing to do with emergency 911 dispatching. In many PSAPs, dispatchers are being used as jailers, administrators, fine collectors, data entry clerks, and public information points. It should also be noted that emergency medical dispatching cannot be offered if there is only one dispatcher on duty.

CONCLUSION

A historical look points to the complexity of 911 implementation in Arkansas and that, while progress is being made, there is still much work to be done. Before recommendations can be made, the issues and problems concerning the 911 system in Arkansas must be made clear. Therefore, it is the consensus of the Committee that the Committee be continued in order to fine-tune its findings and offer recommendations.

The state's 911 system can no longer be funded through wired lines as 911 calls in Arkansas are overwhelmingly wireless. As a result, the Committee recognizes the need to increase perpetual funding for 911 and a per new phone sales charge to help with a new equipment account for PSAPs.

The Committee supports a state-level entity to address the issues and concerns of our PSAPs and access call reports at the state-level. A designated state agency should review the interoperability and technological shifts in the future. In addition, the Department of Information Services (DIS) should review broadband connectivity with PSAPs as part of its broadband development and connection with local school districts. Legislative matters may be necessary to address several issues:

- Proper creation, standardization and maintenance of the state's GIS
- State law defining Next Generation
- Requirement of local 911 Addressing Authority to maintain the 911 address data through a centralized statewide system maintained by the Arkansas Geographic Information Office

Standardization in equipment and training will reduce interoperability challenges and enable dispatchers from one PSAP to dispatch for another state PSAP. Consideration should be given to a moratorium on newly created PSAPs within the state of Arkansas for the next two years. This would give the Committee time to analyze and propose new rules which might better plan for growth in new PSAPs or, alternatively, to eliminate the need for such.

While Smart911 offers life-saving potential, it is severely under-utilized by the state's citizens. Outside and independent research of systems around to country to determine those strategies that were successful and those that failed could provide invaluable information for Arkansas's system and outreach.

APPENDIX

State of Arkansas *As Engrossed: S3/28/13 S4/3/13*
89th General Assembly
A Bill
Regular Session, 2013 SENATE BILL 974

By: Senator J. Dismang
By: Representative Wren

For An Act To Be Entitled

AN ACT TO ESTABLISH THE LEGISLATIVE ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS; TO DECLARE AN EMERGENCY; AND FOR OTHER PURPOSES.

Subtitle

TO ESTABLISH THE ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS; AND TO DECLARE AN EMERGENCY.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. TEMPORARY LANGUAGE. DO NOT CODIFY. *The Legislative Arkansas Blue Ribbon Committee on Local 911 Systems — Creation — Membership.*

(a) There is created the "Legislative Arkansas Blue Ribbon Committee on Local 911 Systems".

(b)(1) The committee shall consist of the following members who are residents of this state:

(A) One (1) member who is the Director of the Association of Arkansas Counties or the director's designee;

(B) One (1) member who is the Director of the Arkansas Department of Emergency Management or the director's designee;

(C) One (1) member who is an elected county judge to be appointed by the President Pro Tempore of the Senate;

(D) Two (2) members who are both currently serving as state senators to be appointed by the President Pro Tempore of the Senate;

(E) One (1) consumer member to be appointed by the

President Pro Tempore of the Senate;

(F) One (1) member who is currently serving as a mayor to be appointed by the Speaker of the House of Representatives;

(G) Two (2) members who are both currently serving as state representatives to be appointed by the Speaker of the House of Representatives; and

(H) One (1) consumer member to be appointed by the Speaker of the House of Representatives.

(2) If any vacancy occurs on the committee, the vacancy shall be filled by the same process as the original appointment.

(c)(1) The President Pro Tempore of the Senate shall appoint one (1) of the Senators who is a member of the committee as cochair and the Speaker of the House of Representatives shall appoint one (1) of the Representatives who is a member of the committee as cochair.

(2) The first and subsequent meetings shall be at the call of the cochairs at a location within the state at the call of the cochairs.

(3) The committee shall establish rules and procedures for conducting its business.

(4) A majority of the members of the committee shall constitute a quorum for transacting business of the committee.

(d)(1) The committee may create advisory task forces as it deems necessary.

(2) The members of the task forces or other persons drawn from outside the committee or task force shall serve at the pleasure of the committee.

SECTION 2. TEMPORARY LANGUAGE. DO NOT CODIFY. Legislative Arkansas Blue Ribbon Committee on Local 911 Systems — Duties.

The Legislative Arkansas Blue Ribbon Committee on Local 911 Systems shall:

(1) Perform a detailed and comprehensive study of local 911 systems across the State of Arkansas;

(2) Seek input from all appropriate sources including state, county, and municipal elected officials to determine the current state of local 911 systems across the State of Arkansas;

(3) Research the number, location, staffing, and equipment of

each Public Safety Answering Point or "PSAP" in every county in the state;

(4) Determine if there are local 911 systems with overlap and inefficiencies within the counties of this state;

(5) Identify all current funding for 911 systems;

(6) Identify all training that is required or available for 911 personnel within this state;

(7) Obtain research and information from within this state and other states related to 911 systems;

(8) Consider appropriate solutions that provide a statewide 911 network that is efficient and effective; and

(9) Make recommendations to the Governor, President Pro Tempore of the Senate, and the Speaker of the House of Representatives.

SECTION 3. TEMPORARY LANGUAGE. DO NOT CODIFY. Legislative Arkansas Blue Ribbon Committee on Local 911 Systems — Report — Recommendations.

(a) The Legislative Arkansas Blue Ribbon Committee on Local 911 Systems shall submit a report and its recommendations on or before September 1, 2014.

(b) The report shall be submitted to:

(1) The Governor;

(2) The President Pro Tempore of the Senate; and

(3) The Speaker of the House of Representatives.

SECTION 4. TEMPORARY LANGUAGE. DO NOT CODIFY. Legislative Arkansas Blue Ribbon Committee on Local 911 Systems — Staff support.

The Arkansas Department of Emergency Management and the Bureau of Legislative Research shall provide staff support for the Legislative Arkansas Blue Ribbon Committee on Local 911 Systems.

SECTION 5. TEMPORARY LANGUAGE. DO NOT CODIFY. Legislative Arkansas Blue Ribbon Committee on Local 911 Systems — Per diem.

Legislative and nonlegislative members of the Legislative Arkansas Blue Ribbon Committee on Local 911 Systems are entitled to per diem and mileage at the same rate authorized by law for attendance at meetings of interim committees of the General Assembly and shall be paid from the funds in the Arkansas 911 Rural Enhancement Program Cash Fund at the Arkansas Department

of Emergency Management, if funds are available.

SECTION 6. TEMPORARY LANGUAGE. DO NOT CODIFY. Legislative Arkansas Blue Ribbon Committee on Local 911 Systems – Expiration.

The Legislative Arkansas Blue Ribbon Committee on Local 911 Systems expires on January 1, 2015.

SECTION 7. EMERGENCY CLAUSE. It is found and determined by the General Assembly of the State of Arkansas that 911 emergency service is essential to protect the lives, health, and welfare of the state's residents in emergency situations; that 911 service is not available in many rural areas of the state; that this act should be implemented immediately to provide an appropriate amount of time to fully assess the local 911 systems across this state before the next Regular Session of the Arkansas Legislature and that this act is necessary to expand the benefits of the 911 emergency system to all residents of this state. Therefore, an emergency is declared to exist, and this act being immediately necessary for the preservation of the public peace, health, and safety shall become effective on:

(1) The date of its approval by the Governor;

(2) If the bill is neither approved nor vetoed by the Governor, the expiration of the period of time during which the Governor may veto the bill; or

(3) If the bill is vetoed by the Governor and the veto is overridden, the date the last house overrides the veto.

/s/J. Dismang

APPROVED: 04/12/2013

State of Arkansas
88th General Assembly
Regular Session, 2011

A Bill

HOUSE BILL 1741

By: Representatives Lindsey, T. Baker, Harris, Hickerson, Love, Mauch, D. Meeks, G. Smith, T. Thompson, B. Wilkins, English, Eubanks, McCrary, D. Altes, Leding, Williams
By: Senators Salmon, D. Wyatt

For An Act To Be Entitled

AN ACT CONCERNING MINIMUM TRAINING STANDARDS FOR 911 PUBLIC SAFETY COMMUNICATION CENTER PERSONNEL; AND FOR OTHER PURPOSES.

Subtitle

CONCERNING MINIMUM TRAINING STANDARDS FOR 911 PUBLIC SAFETY COMMUNICATION CENTER PERSONNEL.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. Arkansas Code § 12-10-318(c), concerning the Arkansas Emergency Telephone Services Board, is amended to read as follows:

(c)(1) There is established the Arkansas Emergency Telephone Services Board consisting of the following:

(A) The Auditor of State or his or her designated representative;

(B) Two (2) representatives selected by a majority of the commercial mobile radio service providers licensed to do business in the state; and

(C) Two (2) 911 system employees selected by a majority of the public safety answering point administrators in the state.

(2) The responsibilities of the board shall be as follows:

(A) To establish and maintain an interest-bearing account into which will be deposited revenues from the service charges levied under

subdivision (b)(1)(A) of this section;

(B) To manage and disburse the funds from the account levied under subdivision (b)(1)(A) of this section in the following manner:

(i)(a) Not less than eighty-three and five-tenths percent (83.5%) of the total monthly revenues collected and remitted under subdivision (b)(1)(A) of this section shall be distributed on a population basis to each political subdivision operating a 911 public safety communications center that has the capability of receiving commercial mobile radio service 911 calls on dedicated 911 trunk lines for expenses incurred for the answering, routing, and proper disposition of 911 calls, including payroll costs, readiness costs, and training costs associated with wireless, voice over internet protocol, and nontraditional 911 calls~~;~~.

(b) Each state fiscal year, one hundred twenty thousand dollars ($120,000) of the total monthly revenues collected and remitted under this subdivision (c)(2)(B)(i)(a) shall be transferred and deposited to the credit of the books of the Treasurer of State and the Auditor of State for the Miscellaneous Agencies Fund Account for the Arkansas Commission on Law Enforcement Standards and Training, to be used exclusively for training and all related costs under § 12-10-325;

(ii)(a) Not more than fifteen percent (15%) of the total monthly revenues collected and remitted under subdivision (b)(1)(A) of this section shall be held in the interest-bearing account. The board shall report to Legislative Council in the event the sum held under this subdivision (c)(2)(B)(ii)(a) becomes less than three million five hundred thousand dollars ($3,500,000).

(b) These funds may be utilized by the public safety answering points for the following purposes in connection with compliance with the Federal Communications Commission requirements: upgrading, purchasing, programming, installing, and maintaining necessary data, basic 911 GIS mapping, hardware, and software, including any network elements required to supply enhanced 911 phase II cellular, voice over internet protocol, and other nontraditional telephone service.

(c) Invoices must be presented to the board in connection with any request for reimbursement and be approved by a majority vote of the board to receive reimbursement.

(d) Any invoices presented to the board for

reimbursements of costs not described by this section may be approved only by a unanimous vote of the board;

(iii) Not more than five-tenths percent (0.5%) of the fees collected under subdivision (b)(1)(A) of this section may be utilized by the board to compensate the independent auditor and for administrative expenses;

(iv) All interest received on funds in the interest-bearing account shall be disbursed as prescribed in subdivision (c)(2)(B)(i) of this section; and

(v)(a) All cities and counties receiving funds under this section shall submit to the board no later than April 1 of each year an explanation and accounting of the funds received and expenditures of those funds for the previous calendar year, along with a copy of the budget for the previous year and a copy of the year-end appropriation and expenditure analysis of any participating or supporting counties, cities, or agencies.

(b)(1) The board may require any other information necessary to ensure that the funds have been properly utilized according to this section.

(2) All cities and counties receiving funds under this section ~~shall~~ also shall submit to the board no later than April 1 of each year, a copy of all documents reflecting the 911 funds received for the previous calendar year, including without limitation wireless, wireline, general revenues, sales taxes, and other sources used by the city or county for 911 services.

(c) Failure to submit the proper accounting information and failure to utilize the funds in a proper manner may result in the suspension or reduction of funding until corrected;

(C)(i) To promulgate ~~regulations~~ rules necessary to perform its duties prescribed by this subchapter.

(ii) In determining the population basis for distribution of funds under subdivision (c)(2)(B)(i) of this section, the board shall determine, based on the latest federal decennial census, the population of all unincorporated areas of counties operating a 911 public safety communications center that has the capacity of receiving commercial mobile radio service, voice over internet protocol service, or nontraditional 911 calls on dedicated 911 trunk lines, and the population of all

incorporated areas operating a 911 public safety communications center that has the capability of receiving commercial mobile radio service, voice over internet protocol service, or nontraditional 911 calls on dedicated 911 trunk lines and compare the population of each of those political subdivisions to the total population;

(D) To submit annual reports to the office of the Auditor of State outlining fees collected and moneys disbursed to public safety answering points under subdivision (b)(1)(A) of this section; and

(E)(i) To retain an independent third-party auditor for the purposes of receiving, maintaining, and verifying the accuracy of any proprietary information submitted to the board by commercial mobile radio service providers.

(ii) Due to the confidential and proprietary nature of the information submitted by commercial mobile radio service providers, the information shall be retained by the independent auditor in confidence, shall be subject to review only by the Auditor of State, and shall not be subject to the Freedom of Information Act of 1967, § 25-19-101 et seq., nor released to any third party.

(iii) The information collected by the independent auditor shall be released only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues attributable to an individual commercial mobile radio service provider.

(3) Commercial mobile radio service providers, voice over internet protocol, or other nontraditional communications providers shall be entitled to retain one percent (1%) of the fees collected under subdivision (b)(1)(A) of this section as reimbursement for collection and handling of the charges.

SECTION 2. Arkansas Code § 12-10-323(a)(1), concerning authorized expenditures of revenues, is amended to add a new subdivision to read as follows:

(a)(1) Any revenue generated ~~pursuant to~~ under §§ 12-10-318 – 12-10-321 may be expended only in direct connection with the provision of 911 services and only for the following purposes:

(A) The engineering, installation, and recurring costs necessary to implement, operate, and maintain a 911 telephone system;

(B) The costs necessary for forwarding and transfer capabilities of calls from the 911 public safety communication center to dispatch centers or to other 911 public safety communication centers;

(C) Engineering, construction, lease, or purchase costs to lease, purchase, build, remodel, or refurbish a 911 public safety communication center and for necessary emergency and uninterruptable power supplies for the center;

(D) Personnel costs, including salary and benefits, of each position charged with supervision and operation of the 911 public safety communication center and system;

(E) Purchase, lease, operation, and maintenance of consoles, telephone and communications equipment owned or operated by the political subdivisions and physically located within and for the use of the 911 public safety communication center, and radio or microwave towers and equipment with lines ~~which~~ that terminate in the 911 public safety communication center;

(F) Purchase, lease, operation, and maintenance of computers, data processing equipment, associated equipment, and leased audio or data lines assigned to and operated by the 911 public safety communication center for the purposes of ~~coordinating, forwarding of calls~~ coordinating or forwarding calls, dispatch, or recordkeeping of public safety and private safety agencies for which the 911 public safety communication center is the public safety answering point and to provide information assistance to those agencies; ~~and~~

(G) Supplies, equipment, public safety answering point personnel training, vehicles, and vehicle maintenance, if such items are solely and directly related to and incurred by the political subdivision in mapping, addressing, and readdressing a 911 system~~.~~; and

(H) Training costs and all costs related to training under this subchapter.

SECTION 3. Arkansas Code Title 12, Chapter 10, Subchapter 3 is amended to add an additional section to read as follows:

12-10-325. Training standards.

(a)(1) A public safety agency, a public safety answering point, a dispatch center, or a 911 public safety communications center may provide

training opportunities for 911 public safety communication center personnel through the Arkansas Commission on Law Enforcement Standards and Training and the Arkansas Law Enforcement Training Academy.

(2) The Arkansas Law Enforcement Training Academy shall develop training standards for dispatchers and instructors in Arkansas in consultation with the Association of Public-Safety Communications Officials - International and submit the training standards to the Arkansas Commission on Law Enforcement Standards and Training for approval.

(3)(A) Training for instructors may include without limitation instructor development, course development, leadership development, and other appropriate 911 instructor training.

(B) Training for dispatchers may include without limitation call taking, customer service, stress management, mapping, call processing, telecommunication and radio equipment training, training with devices for the deaf, autism, and other appropriate 911 dispatcher training.

(4) An entity that provides training under subdivision (a)(1) of this section may retain training records created under this section.

(b) A private safety agency that performs dispatch functions is not eligible for training under this section.

APPROVED: 03/23/2011

PSAP Funding

According to the FCC, 33 million landlines were dropped over the past 4 years.

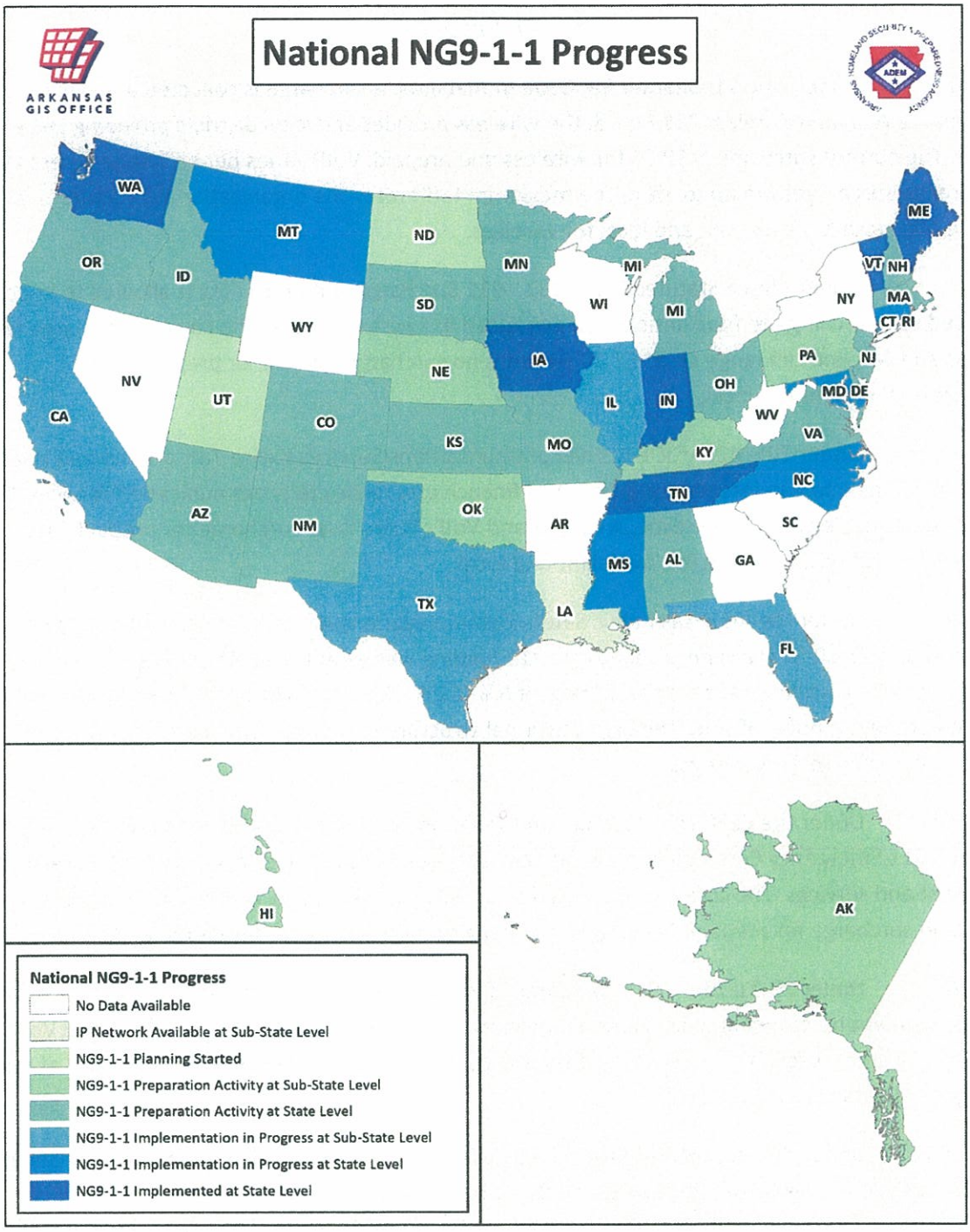
Prepaid Revenue - 2014

ACT 300 of 2014

(Remitted by the Dept of Finance Administration)

MONTH	FEE	INTEREST	TOTAL	YTD BY MONTH
JAN	0	0	$0.00	**$0.00**
FEB	$218,516.17	$44.99	$218,561.16	**$218,561.16**
MAR	$323,541.74	$311.94	$323,853.68	**$542,414.84**
APR	$323,762.91	$587.52	$324,350.43	**$866,765.27**
MAY	$326,920.89	$838.28	$327,759.17	**$1,194,524.44**
JUN	$332,888.22	$1,045.61	$333,933.83	**$1,528,458.27**
JUL	$441,911.12	$1,172.65	$443,083.77	**$1,971,542.04**
AUG	$295,404.31	$422.10	$295,826.41	**$2,267,368.45**
SEP	$363,245.44	$132.84	$363,378.28	**$2,630,746.73**
OCT	$298,673.51	$406.26	$299,079.77	**$2,929,826.50**
NOV	$0.00	$0.00	$0.00	
DEC	$0.00	$0.00	$0.00	
YTD	$2,924,864.31	$4,962.19	$2,929,826.50	

NOTE: DF&A remittances for Prepaid 911 Surcharge revenue received through November 30, 2014 for January 1, 2014-October 31, 2014



Source: www.nena.org. This map is adapted from the map of National NG9-1-1 Progress found on the NENA website. It depicts the status of state by state NG9-1-1 implementation actions. Updated 8/5/2014: Not to scale.

911 Surcharges by State

**data provided from Blue Ribbon panel on 9-1-1 Funding: Report to the National 9-1-1 Program*

Alabama Under Title 11, Chapter 98, Code of Alabama, a surcharge is collected and divided between the Alabama Wireless 911 Board, the wireless provider and local districts providing E911 service. The current surcharge is $0.70 for wireless and prepaid. VoIP varies per exchange access facility and wireline surcharges are up to 5% of the maximum tariff rate. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Alaska Under Alaska Statutes 29.35.131. -911 Surcharge, a municipality is allowed to impose an enhanced 911 surcharge to fund anticipated enhanced 911 system needs. The current surcharge for wireless and wireline can range up to $2.00. There is no surcharge for VoIP or prepaid. The organizational structure is local.

Arizona Under Title 42, Article 6: Telecommunications Services Excise Tax, a surcharge is levied for each wireline and wireless service account to finance emergency telecommunication services. The current surcharge is $0.20 for wireline, wireless, and VoIP. There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Arkansas Under the Arkansas Public Safety Communications Act of 1985 (Act683 of 1985, Arkansas Code 12-10-303) a service charge for 911 funding was established. The current surcharge is $0.65 for wireless, while wireline is a tariff rate of 5% - 12%. The surcharge for VoIP is remitted to the ETSB and prepaid is point-of-sale. The organizational structure is local for wireline and state fee/oversight and local for wireless.

California Under the California Revenue and Taxation Code Sections 41001-41176, the State of California 911 Emergency Communications Office manages and reimburses agencies for 911 related equipment and services. The current surcharge for wireless, wireline, and VoIP is .5% of intrastate calls. There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Colorado Under 29-11-104, a 911 surcharge is imposed to pay for costs of emergency telephone services, such as equipment and installation. The current surcharge for wireless, wireline, and VoIP (every billed service user) is up to $0.70 or higher with PUC approval. Prepaid is 1.4% at point of sale. The organizational structure is local.

Connecticut Under the State Statute for the E911 Telecommunications Fund, Connecticut General Statutes, Section 28-30a Regulations of Connecticut State Agencies, and the Enhanced 911 Telecommunications Fund Regulations, Section 28-24-1 through 28-24-11, E911 is funded by the state's 911 surcharge, which is $0.50 for wireline and $0.67 for wireless, VoIP (per line), and prepaid (point of sale). The organizational structure is state fee/oversight.

District of Columbia Under District of Columbia Code 34-1803, the surcharge for wireline (per exchange access line), wireless and VoIP (line, trunk, path with access to 911) is $0.76. Prepaid is 2% of the point of sale. The organizational structure is DC Government Oversight.

Delaware Under Delaware Code Section 10103: E911 Emergency Reporting System Fund, the Emergency Reporting System is supported by a monthly surcharge of up to $0.60 cents per month for wireline, wireless, and VoIP (per access line). There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Florida Under Florida Statute 365.171: Florida Emergency Telephone Act, a surcharge was imposed to help implement the 911 system. The current surcharge is $0.50 for wireless and VoIP (per service number), while wireline ranges from $0.41 - $0.50. There is no surcharge for prepaid. The organizational structure is local.

Georgia Under Part 4, Article 2, Chapter 5 of Title 46 of the Official Code of Georgia Annotated, a 911 surcharge provided for the Emergency 911 Assistance Fund. The current surcharge ranges from $1.00 - $1.50 for wireless, $0.75 for prepaid, and $1.50 for wireline and VoIP. The organizational structure is local.

Hawaii Under Hawaii Revised Statutes 138-4, a monthly wireless enhanced 911 surcharge is imposed upon each commercial mobile radio service connection. The current surcharge is $0.66 for wireless and VoIP and $0.27 for wireline. There is no surcharge for prepaid. The organizational structure is bill and keep for wireline and state fee/oversight and local for wireless.

Idaho Under Title 31, Chapter 48 Emergency Communications Act, Idaho has a wireless surcharge to provide for 911 services directly related to establishing, maintaining, or enhancing a 911 emergency communications service. The current surcharge is $1.00 (max) for wireless, wireline, and VoIP. There is no surcharge for prepaid. The organizational structure is local with state advisory.

Illinois Under 50 ILCS753, the Wireless E911 Surcharge ensures that funding for 911 service is maintained throughout the state. The current surcharge is $0.73 for wireless, 1.5% of sales for prepaid and $0.30 - $5.00 for wireline and VoIP. The organizational structure is local for wireline and state fee/oversight for wireless.

Indiana Under Senate Bill 345, the 911 surcharge placed on wireline and VoIP is 3% - 10% of monthly access charge. The current surcharge is $0.90 for wireless. The surcharge for prepaid is $0.50 at the point-of-sale. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Iowa Under Iowa Code 34A.7A Wireless Communications Surcharge Fund, a monthly surcharge is imposed on each wireless communications number provided in the state. The current surcharge is $0.65 for wireless and VoIP and up to $1.00 for wireline. There is a $0.33 surcharge for prepaid per retail transaction. The organizational structure is state fee/oversight and local.

Kansas Under the Kansas 911 Act, funding for emergency communications is provided by the current surcharge of $0.53 for wireless, wireline, and VoIP (per number), while prepaid is 1.06% of retail sales. The organizational structure is state fee/oversight.

Kentucky Under Revised Statute 65.760, Establishment of 911 emergency telephone service by city, county, or urban-county government – Funding, all funds are disbursed for the establishment, operation, and maintenance of the 911 emergency communications system. The current surcharge is $0.70 for wireless and $0.39 for prepaid; while the surcharge for wireline and VoIP (per access line) varies by county (current range is $0.50 - $4.50). The organizational structure is local for wireline and state fee/oversight for wireless.

Louisiana Under House Bill No. 782 – Prepaid Wireless 911 Service Charge, the proposed surcharge for prepaid is 2% of retail sales. The surcharge for wireless is $0.85; the surcharge for VoIP varies per wireline structure, while the surcharge for wireline is 5% of tariff rates. The organizational structure is local.

Maine Under Maine Revised Statutes Title 25: Part 8: Chapter 352, Section 2927, funding mandates are provided by the 911 phone surcharge, which is currently $0.45 for wireless, prepaid (point-of-sale), wireline and VoIP. The organizational structure is state program.

Maryland Under Maryland Code Public Safety Title 1 – Definitions, General Provisions, Subtitle 3 – 911 Emergency Telephone System Section 1-310 – 911 surcharge, the 911 surcharge is remitted to the 911 Trust Fund. The current surcharge is $1.00 for wireless, wireline, and VoIP (per all local access lines). There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Massachusetts Under Chapter 223 of the Acts of 2008, the state imposes a surcharge to be used for expenses associated with: the lease, purchase, upgrade, or modification of primary and regional PSAP equipment; network development, operation and maintenance; and training of 911 telecommunicators regarding the use of enhanced 911. The current surcharge is $0.75 for wireless, wireline, and VoIP (per access line). Prepaid retailers can either collect a monthly surcharge from the subscriber or calculate and remit the surcharge monthly. The organizational structure is state program.

Michigan Under Senate Bill 410, the 911 surcharge provides for the installation, operation, modification, and maintenance of universal emergency 911 service. The current surcharge for wireless, wireline, and VoIP (per access point or line) is a $0.19 State fee and $0.00 - $3.00 by County. The surcharge for prepaid (monthly state fee) is $0.90. The organizational structure is state and local for wireline and state fee/oversight and local for wireless.

Minnesota Under House Bill 441, the surcharge helps maintain the 911 emergency network throughout Minnesota. The current surcharge is $0.80 for wireless, wireline, prepaid, and VoIP (per number). The organizational structure is state fee/oversight and local.

Mississippi Under Senate Bill 2938, the Enhanced 911 surcharge is $1.00 for wireless and $0.85 to $2.05 for wireline. There is no surcharge for VoIP or prepaid. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Missouri Under Senate Bill 966, Missouri's 911 surcharge provides public agencies with a source of revenue for costs of establishing, upgrading, operating, and maintaining an emergency telephone system. There is no surcharge for wireless, prepaid, or VoIP. The surcharge for wireline is 15% of tariff rate or $0.75. The organizational structure is local.

Montana Under Montana Code Annotated 10-4-21, the surcharge covers the administrative costs for basic and enhanced 911 emergency telephone service accounts. The current surcharge is $1.00 for wireline, wireless, and VoIP (all accessible 911 service). There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Nebraska Under Nebraska Revised Statute 86-435, the surcharge pays for 911 services. The current surcharge is $0.50 - $0.70 for wireless and $0.50 or higher (under certain conditions) for wireline. There is no surcharge for VoIP or prepaid. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Nevada No 911 state level surcharge legislation could be obtained for Nevada. The surcharge for wireline and wireless is $0.25 or tax base. There is no surcharge for prepaid and VoIP. The organizational structure is local.

New Hampshire Under House Bill 388, surcharges are deposited in the enhanced 911 system fund. The current surcharge is $0.25 for wireless and wireline. There is no surcharge for prepaid and VoIP. The organizational structure is state program.

New Jersey Senate Bill 1716 imposes an "Emergency Preparedness and 911 System Assessment" surcharge used for replacing the current 911 infrastructure with a state-of-the-art enhanced 911 system. The current surcharge is $0.90 for wireless, wireline, and VoIP (per access line). There is no surcharge for prepaid. The organizational structure is state program.

New Mexico No 911 state level surcharge legislation could be obtained for New Mexico. The surcharge is intended to cover annual debt service charges on all outstanding enhanced 911 bonds. The current surcharge is $0.51 for wireless and wireline. There is no surcharge for prepaid and VoIP. The organizational structure is state fee/oversight and local.

New York Under NY Code – Article 6, Section 303, a surcharge is imposed to pay for the costs associated with obtaining, operating, and maintaining telecommunications equipment and telephone services needed to provide enhanced 911. The current surcharge is $0.35 or $1.00 for wireline and $0.35 - $1.25 for wireless. There is no surcharge for prepaid or VoIP. The organizational structure is local for wireline and state fee/oversight and local for wireless.

North Carolina Under sections 62A-4 and 62A-8 of the General Statutes of North Carolina, a surcharge is imposed to pay for the costs of operating a 911 system. The current surcharge is $0.60 for

wireless, wireline, and VoIP (per access line). There is no surcharge for prepaid. The organizational structure is state fee/oversight.

North Dakota Under Chapter 645 of the 1985 Session Laws, the surcharge is used for infrastructure, such as new radios, phones, or system upgrades, as well as training and related travel. The current surcharge is $1.00 - $1.50 (max) for wireless, prepaid, wireline, and VoIP (per access line). The organizational structure is local.

Ohio Under House Bill 360, wireless customers throughout Ohio pay a surcharge to fund enhanced wireless 911 capabilities. The current surcharge is $0.28 for wireless and property tax and/or fee up to $0.50 for wireline. There is no surcharge for prepaid or VoIP. The organizational structure for wireline is local and state fee/oversight and local for wireless.

Oklahoma Under revised Senate Bill 2252, the surcharge imposed is intended to pay for 911 services. The current surcharge is $1.50 for wireless and varies up to 15% of tariff rates for wireline. VoIP varies per wireline structure and there is no surcharge for prepaid. The organizational structure is local.

Oregon Under ORS 403.100 – 403.380, surcharges are used to fund the statewide 911 program. The current surcharge is $0.75 for wireless, wireline, and VoIP (per telephone exchange access lines and channels). There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

Pennsylvania Act 56, which further amended Act 78, allows for the collection of a surcharge per device and is remitted to the State Treasury. Cities and counties must use those funds to develop and maintain an integrated wireless E911 system. The current surcharge is $1.00 for wireless and VoIP (any number that has outbound calling capability) and $1.00 - $1.50 for wireline. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Rhode Island Under Section 39-1-62 of the General Laws in Chapter 39-1 entitled "Public 2 Utilities Commission," the surcharge is intended to be used for operating and maintaining state-of-the-art equipment in public safety agencies. The current surcharge is $0.47 for wirelines, wireless, and VoIP. There is no surcharge for prepaid. The organizational structure is state program.

South Carolina Under South Carolina Bill 4551, a 911 charge is imposed. The current surcharge is $0.62 for wireless and prepaid (at point of transaction), and $0.50 – $1.00 for wireline and VoIP based on the number of access lines per jurisdiction. The organizational structure is local for wireline and state fee/oversight and local for wireless.

South Dakota Under South Dakota Codified Laws, Chapter 34-45, the Legislature approved an increase in the traditional surcharge from the current $0.75 per month to $1.25 per month for wireless and wireline. The surcharge for prepaid is 2% at point of sale. The organizational structure is state fee/oversight and local.

Tennessee Under Tenn. Code Ann. 7-86-128, retailers must collect an E911 surcharge from consumers on each retail transaction for the purchase of prepaid wireless telecommunications. The

current surcharge is $0.53 on every prepaid transaction, $1.00 - $3.00 for wireless and VoIP, while the surcharge for wireline is up to $1.50 (residential) and up to $3.00 (business). The organizational structure is local for wireline and state fee/oversight and local for wireless.

Texas Under Texas Health & Safety Code, Section 771.071, a 911 surcharge is set to fund the provision of 911 emergency telecommunications services. The current surcharge is $0.50 for wireless, wireline, and VoIP (per local exchange service switched access line). The surcharge for prepaid is 2% of sales. The organizational structure is a combination.

Utah Under House Bill 36, a surcharge per month is collected to ensure all areas are served by Enhanced 911 and to implement Phase 2 wireless service. Enacted in 2011, under HB 303, the collection of a prepaid wireless 911 service charge from a prepaid wireless customer is now at the point of retail sale. The current surcharge is a $0.61 local surcharge plus $0.08 cent state for wireless, wireline, and VoIP (per access line). The surcharge for prepaid is 1.9% at point of sale. The organizational structure is local for wireline and state fee/oversight and local for wireless.

Vermont Under Title 30: Public Service Chapter 87: Enhanced 911 Emergency Response System, there is no set surcharge (Universal Service Funding is enforced). The funds cover the purchase of network equipment and software, development of data bases, and provides for training and public education of enhanced 911. The organizational structure is state program.

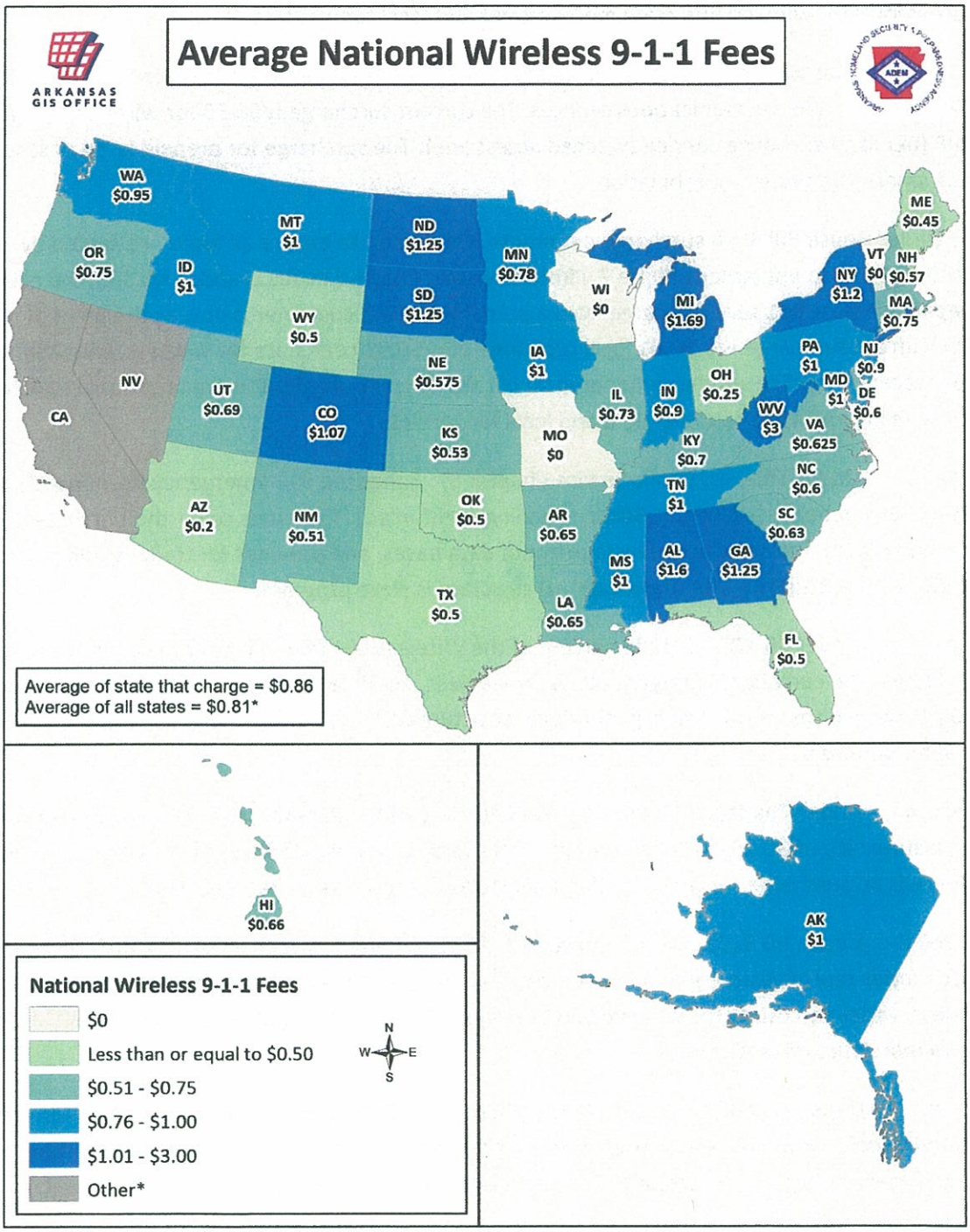
Virginia Under 65-487.17, sixty percent of the Wireless E911 Fund is distributed on a monthly basis to PSAPs. The current surcharge is $0.75 for wireless, wireline, and VoIP. The surcharge for prepaid is $0.50 per retail transaction. The organizational structure for wireline is state and state/fee oversight and local for wireless.

Washington Under Chapter 82.14B of the Revised Code of Washington, the E911 system is funded through a state rate of $0.25 cents per month, with a local surcharge of $0.70 for wireless, wireline, and VoIP. There is no surcharge for prepaid. The organizational structure is state fee/oversight and local.

West Virginia Under HB 3208, the bill redistributes 911 funding between West Virginia's 55 counties, with all counties receiving an equal percent of the funding distribution. The current surcharge is $3.00 for wireless, varies by county for wireline and VoIP, and 6% at point of sale for prepaid. The organizational structure is local.

Wisconsin Under Wisconsin Statute 256.35(3), the 911 statute permits funding to be disbursed for 911 related telephone network expenses. The current surcharge for the wireline varies and there is no surcharge for wireless, VoIP, or prepaid. The organizational structure is local.

Wyoming Under section 16-9-103 of the Wyoming Statutes, a monthly 911 emergency surcharge is imposed to pay for the costs of operating a 911 system. The current surcharge is $0.25 - $0.75 for wireless, wireline, and VoIP. There is no surcharge for prepaid. The organizational structure is local.



*California fees are administered as a percentage, i.e. 3/4 of 1%. Nevada fees vary by local jurisdiction. The average of all states was calculated without values for California and Nevada.

This map depicts average wireless 9-1-1 surcharge from each state. Three states, Missouri, Vermont, and Wisconsin, do not have a wireless fee. Source: www.nena.org

Universal Service Administrative Company

Lifeline Subscribers by State or Jurisdiction

January 2014 through September 2014

STATE OR JURISDICTION	2014 NON-TRIBAL	2014 TRIBAL	2014 TOTAL
ALABAMA	211,460	61	211,521
ALASKA	0	42,375	42,375
AMERICAN SAMOA	205	0	205
ARIZONA	375,390	58,738	434,128
ARKANSAS	131,199	24	131,223
CALIFORNIA	1,294,218	240	1,294,458
COLORADO	120,537	76	120,613
CONNECTICUT	118,819	0	118,819
DELAWARE	35,442	0	35,442
DISTRICT OF COLUMBIA	46,953	0	46,953
FLORIDA	945,536	1	945,537
GEORGIA	502,696	0	502,696
GUAM	1,866	0	1,866
HAWAII	23,853	5,203	29,056
IDAHO	18,377	629	19,006
ILLINOIS	584,859	0	584,859
INDIANA	235,235	0	235,235
IOWA	67,388	0	67,388
KANSAS	78,385	77	78,462
KENTUCKY	259,083	0	259,083
LOUISIANA	280,036	0	280,036
MAINE	55,795	95	55,890
MARYLAND	231,998	0	231,998
MASSACHUSETTS	295,776	0	295,776
MICHIGAN	688,011	376	688,387
MINNESOTA	102,441	5,787	108,228
MISSISSIPPI	138,085	5	138,090
MISSOURI	200,522	14	200,536
MONTANA	2,758	4,288	7,046
NEBRASKA	10,789	247	11,036
NEVADA	174,083	3,048	177,131
NEW HAMPSHIRE	19,100	0	19,100
NEW JERSEY	259,355	0	259,355

A Dispatcher's Story

The following is the real-life account from an AR telecommunicator:

Let me tell you about myself. I have been a dispatcher / 911 operator for twenty years and three months. Then my career came to an abrupt halt in the middle of August. I experienced a stress related break down after a Captain ordered me to ignore answering the 911 in lieu of officers' radio traffic. It seems to have been the straw that broke the camel's back for me.

My extremities immediately got cold and I started to shake. I proceeded to tell the Captain that we could not do what we were trained to do because of secondary jobs the department has placed on us and the lack of staff to properly man the center. The Captain handled it well and asked me to type up what we needed to do to fix the problems. I did what he asked but the damage seems to have already been done to me.

I had to work two more days on my shift rotation and I made myself go to work even though I continued shaking and could not get warm. The next day I told my wife that I needed to get help and went to see my doctor. He gave me some medicine and advised me to get evaluated for psychiatric help. The next day I went and was screened. Since I was not suicidal and not a danger to anyone else they said that I was not a candidate for their facility. They gave me a list of other agencies that could help me.

Due to my position most of the agencies on the list were ones that I had dealt with in calling for mental cases or petitions. At that time I did not want to see anyone I knew because I felt embarrassed. As 911 operators, we were the ones that had the answers and were able to handle the problems and move on to the next one. There was one agency on the list that was with the same medical facility where I was screened. I called to make an appointment and they said they would get back with me. When I received a call from them they stated that since their people were not the ones that screened me I would not be a candidate for them and needed to find someone else.

At this time I could not believe that I was not able to get help. Luckily I had a friend that knew a psychologist. I called their office and was not able to get into see her but was able to get in to see someone at the same business office.

In September my department required a doctor's note for my absence. The doctor sent back that he wanted me off for the next two months for me to be treated for anxiety and depression due to stress from my work with the goal to return to work. I was told by HR that I had 12 weeks on the Family Medical Leave Act. If I could not return to work by the time it was up that I would be terminated unless other arrangements were made.

So far I have done and paid for everything on my own. My insurance had not met its deductible and I have paid up to $500.00 on medical before my insurance kicked in. I filed for workman's comp to try to help me financially since my condition was caused by my job. Of course I was turned down. I would have had to suffer a head injury prior to this problem or been a victim of a violent crime.

To this date I am still being treated and was not medically released by the deadline. I am now unemployed and do not qualify for unemployment insurance. They require that you be physically and mentally ready for work. My sick pay and vacation time has run out. I was the primary bread winner for my family and my wife does not make enough to cover our bills. It is now December and we will be using our Christmas money to pay our bills instead of buying gifts. I am lucky that I have a loving wife and son that have supported me through all of this and understand. I don't believe I am completely disabled and would like to return to the workforce some day but I cannot go back and sit in that chair again. My career that I have worked so hard for and trained for is over. I only had eight more years and I could have retired.

This is a bigger problem than just mine. I am hearing that 911 operators and dispatchers are having the same issues at their centers and it is putting lives at risk. I have also heard that this is a local staffing problem from candidates for the last election. How many lives will have to be put at risk before it isn't a problem for the State to look at and fix.

Let me tell you how my job was for you to get a bigger picture.

Equipment:

- Seven 911 lines, (Three land lines, Four wireless)
- Four administrative phone lines
- One Fire department alarm line
- One unlisted phone line
- ACIC Terminal
- Computer Aided Dispatch Terminal
- 911 Terminal with Mapstar
- Tornado Siren Terminal
- District Court Program
- Police Radio
- Fire Radio
- Rescue Radio
- AWIN
- Jail Program

During my time at work I wasn't only the Police Dispatcher or 911 Operator. I was the 911 Computer Administrator, the 911 Coordinator, A Data Entry Clerk, and whatever else they wanted us to do. Below is a list of responsibilities that I had. Other dispatcher also had some different responsibilities other than the ones listed here.

- Data Entry: Entered traffic, arrest and warrant citations into the District Court program (District Court Clerk's office shorthanded and cannot enter our paperwork. Has been that way since I have worked here)
- Served subpoena's over the phone.
- Review the jail bill for corrections.
- Entered new and maintained addresses in the CAD system.
- Entered / edited or released prisoners from the jail program and made sure of same at the jail.
- Took care of departments prisoner requests. (Medical / Court etc...)

- File new warrants
- Pull and verify warrants
- Handle radio traffic for Police, Fire and Rescue, (Police officer traffic can be from 5 officer to 20 officers depending on the time of day or activity)
- Answer four administrative lines
- Answer seven 911 lines
- Answer one Fire line
- At times handle walk in traffic at the window or take bond payments
- 911 coordinator duties to verify cell tower locations directions, etc
- Monthly statistics 911 calls received
- ACIC entries, criminal history and DL requests from Courts or Prosecutors

My shift was from 6 am to 6 pm. For the first five hours of my shift I was the only dispatcher on duty to handle all calls and radio traffic. At 11 am a second dispatcher working a split shift would come in and sit at a Data Entry Terminal that has no 911 terminal or radio set up for him to use. The second radio and terminal set up was occupied by a clerk who handled walk in traffic, answered some administrative lines and took payments from 8 am to 4pm.

We are getting up to one hundred and fifty 911 calls a day and ten times that in administrative calls. Add radio traffic from officers and all the secondary duties, we are at a point of not able to professionally take proper care of the officers and the citizens of our state in their times of need.

The following is a portion of the email the Captain requested. I have removed the department and names that were included. I still respect the people at my department and want to spare them.

Problems:

The time now is not to become a "yes person" but that is mostly what everyone wants to hear.

- *Morale is down and causing people to be unprofessional.*

- *Officer requesting things without, "Identifying themselves and waiting for a response".*
- *Officers assuming that we know they are back in service after another officer on the same call checks in service.*
- *Officers not check in service at all.*
- *Officers stating, "I am busy it will be a while." Or "Okay, in a few."*
- *Officers getting out and not letting dispatch know where they are at. (Example: Logging one in custody and we didn't even know they were out.)*
- *Officers wanting you to create a report at the station when you are busy. They are capable of creating the call themselves.*
- *Dispatchers not keeping their radio log up.*
- *SCU needs their own ACIC terminal so they can get their own printouts.*
- *Officers at the station asking you to make phone calls that they are capable of doing themselves.*
- *Officers asking you to send out emails that they can do themselves.*
- *Officers asking multiple questions about a call you dispatched them to when you are still on 911 or phone gathering the information. Depending on the urgency.*
- *At one time you could send an officer to a disturbance call from their lunch break. Now they say they are on lunch and do not respond.*
- *Officers not calling people that request them to call. This makes that person call over and over again wanting to know if the officer is going to call.*
- *Officers seem not to care anymore about anything but working on what they want to work on.*

Addressing some issues:

We have outgrown our current capabilities. We cannot actively use the training we have received without taking shortcuts. Everyone has an opinion but, until they sit in that chair for a month and do <u>all</u> that we do, and go through the training we have, they do not have a clue. Differences in shifts are like night and day at this department so information has to be taken from all to get a complete picture.

In the early days when a 911 call came in and an officer were going 405 (traffic stop). The dispatcher was trained to say 911 over the radio and the supervisor was to get the officers information while the dispatcher handled the emergency call. It was always said, "911 first, Officers second, phone third and window last". So if you are taking a shooting call and have not dispatched it yet and an officer goes on a traffic stop, how do we handle it? I have now been told that we take care of the officer first. What has changed since this past order was given? We are receiving more calls and have more officers and officer traffic.

Training we have received says we are to stay on urgent 911 calls and not put that person off so we can dispatch and update officers on current information while they are responding until help has arrived on the scene. Keeping the caller calm and on the line. But wait, we have other 911's ringing and officers wanting warrants and DLC's. Are all the other 911 calls related to the current emergency or another? It may not be this exact scenario but this has happened. The details are usually overshadowed by the urgency of that emergency and all the other things that happened are lost.

We do not know what each 911 call will bring. We get complacent at times because all we hear over and over again about the pocket dials. We should be answering the 911 within three rings and be ready to handle that call regardless of what it is. We cannot take the risk of assuming that multiple 911 calls are about the same incident when people's lives may be at risk. You have to gather all information from each individual. Even on accident calls for one person may have a different vantage point to the same accident and have important information for the officer / ambulance etc. At this time we do not have the staff to take this time because of other 911 that is of an unknown nature until we answer them. There should never be just one operator in dispatch at any given time.

You never hear the about the good things that the dispatcher does but when it takes too long to answer that 911 for whatever reason or not be able to give that call the individual attention it needed , be assured the public won't have any problems crucifying that operator, center, department, city or county.

The officers and firefighters deserve individual attention. They place their lives in harm's way and ask just to have someone getting the things they need at the time they need it.

Solutions:

Communications Center: Needs to become its own separate entity with its own Director and budget for proper equipment, training and staffing. 911 is constantly changing and being updated. Next-Gen 911 coming in the next eight to ten years but we cannot wait until it is here to implement change.

Information Dispatcher: This position is for the officers. It has no phone to answer, just one to use. It has no 911. This person is for the officers only. They keep up the radio log and process all the officers' requests. (This can still be a challenge at times with 1 information dispatcher but can be assisted by the 911 dispatchers if not on other calls.)

911 Dispatcher (x2): The 911 dispatcher answers the 911 and standard phone calls to dispatch. The Primary 911 dispatcher will dispatch available officers to respond to calls from his radio position. The second 911 dispatcher is support for the primary 911 with one additional duty. This operator is also the dispatcher for the Fire Department. If one 911 Operator gets tied up with an urgent call, suicidal person etc., the second one can take up the other incoming calls.

Each operator, excluding the Information Dispatcher, should have the exact same set up. 911, ACIC, CAD, radios etc.

This is what I recommend 24/7 to provide the best services for our Officers, Departments and the Citizens.

Other Matters:

Seems dispatch is the catch all for secondary work. First it starts out as will you help whoever with this, and then it becomes our responsibility. Being the stressful job that we have partaken in you would think that giving us down time would be helpful in reducing our stresses instead of adding more to our plate. We are not the only department that has this issue. I have talked to other professionals and

they say it is an old problem. We should have expanded data processing long ago to keep up with the increase.

The ETS board is working with the legislation in trying to set standards for 911 PSAP's. This includes having 911 Operators be State certified. Opens the question, Will officers be able to act as relief dispatchers if this passes? Secondary work would be eliminated by state law.

Taking the secondary dispatcher away from his tools of the trade does not work. I am sorry if this upsets any of you. It is an inconvenience and should not have happened in the first place. I understand that we cannot afford to move the equipment to the desk in the back. It is easy to say just get up and do it. There are other options available to us if considered. Move Clerk 1 to the back desk since she only needs the one computer and she can get up and take care of the people at the window. This allows the dispatcher to have access to his equipment, radio, 911 etc... Or to eliminate the traffic to the station all together by moving Clerk 1 and Clerk 2 to the District Court Clerk's Office like planned once before.

Dispatchers have been throughout the years asked to give advice over the phone, warrants check, fine balances, court dates. We have been more than happy to assist them. This has become one of the major things that keep us busy. Some of these questions should really be answered by the District Court Clerk's Office or handled by an officer.

Dispatchers at other agencies are advised not to give advice about anything so they are not held responsible for civil or other issues. Fine balances can be handled by Clerk 1 and Clerk 2. Court docket or date information should be handled by the courts. Questions about law should be answered by an officer etc. None of these people or agencies wants this extra work load either. Only other solution is to have a switchboard operator or a desk officer take all the administrative phone calls.

This is my story. I hope and wish you all well this holiday year.

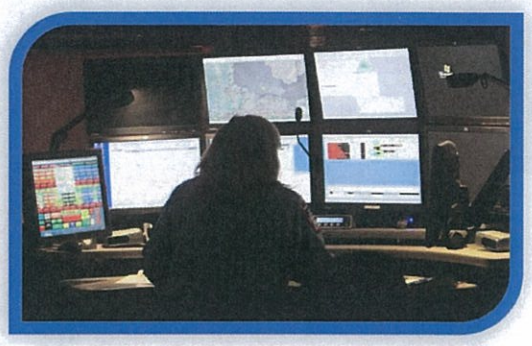
Local 9-1-1 Systems Blue Ribbon Committee PSAP Survey

ARKANSAS GIS OFFICE

ARKANSAS HOMELAND SECURITY & PREPAREDNESS AGENCY
ADEM

Foreword

The Arkansas Department of Emergency Management in partnership with the Arkansas GIS Office conducted the first of its kind research of the 9-1-1 systems of Arkansas. This report summarizes the result of a statewide survey commissioned by the Local 9-1-1 Systems Blue Ribbon Study Committee. This committee was created by Act 1171 of the 89th General Assembly. Its purpose is to perform a comprehensive study of local 9-1-1 systems, including equipment, training, staffing, funding, and capabilities of 9-1-1 PSAPs and to make recommendations for a statewide network that is efficient and effective.



Executive Summary

The survey confirms anecdotal testimony provided during committee meetings hosted around the state. 9-1-1 system development in Arkansas is not coordinated on a statewide basis. Each implementation is unique, creates challenges for leveraging economy of scale and may be financially inefficient. These systems have been implemented over a span of several decades by local officials making best use of scarce resources. They represent many intergovernmental partnerships, mutual aid and dedication to public safety. Their service to the public is admirable.

HOWEVER, ON A STATEWIDE BASIS THERE IS A LACK OF STANDARDIZATION IN SERVICE DELIVERY, SOFTWARE, TRAINING AND INTEROPERABILITY. GIVEN THE COMPLEXITY OF WHAT IS REVEALED IN THIS SURVEY, ARKANSAS IS FAR FROM IMPLEMENTING NEXT GENERATION 9-1-1.

However, on a statewide basis there is a lack of standardization in service delivery, software, training and interoperability. Given the complexity of what is revealed in this survey, Arkansas is far from implementing Next Generation 9-1-1. These systems are built based on jurisdictional boundaries and emergencies do not stop at the city limit or county line. Interoperability is tantamount to a seamless provision of service, yet there is minimal interoperability statewide. The majority of 9-1-1 calls in Arkansas originate from a wireless phone. This fact creates an ever increasing requirement for emergency service dispatchers to have the ability to seamlessly transfer calls and data to neighboring jurisdictions or cover a larger geographic territory.

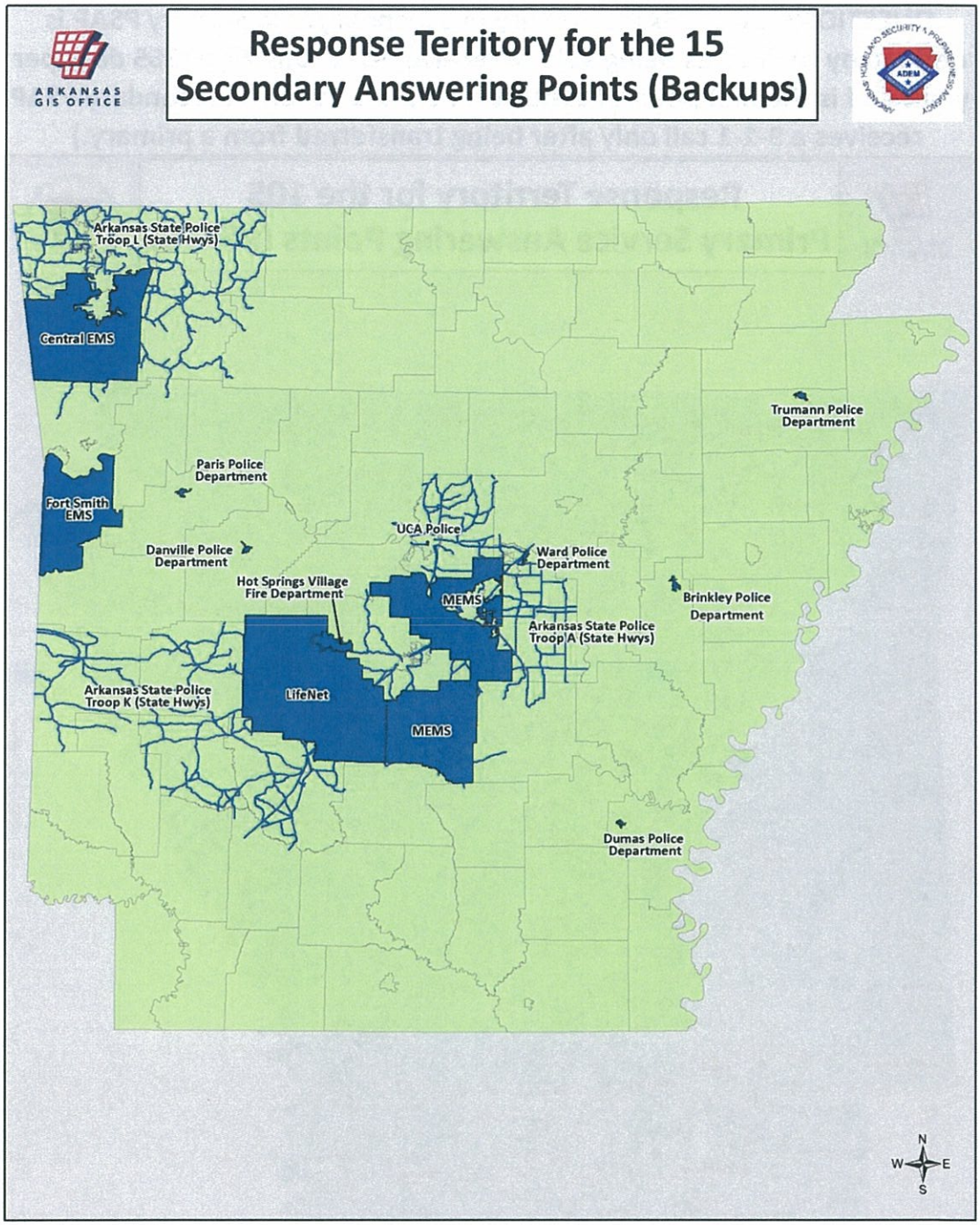
A word cloud of the "Additional Concerns" responses on the survey.

Disclaimer

Information summarized from the survey was collected for the period between August 19th and November 10th, 2014. Due to time constraints of the final report the results in this summary have not been verified with on-site visits. As such there may be some discrepancy.

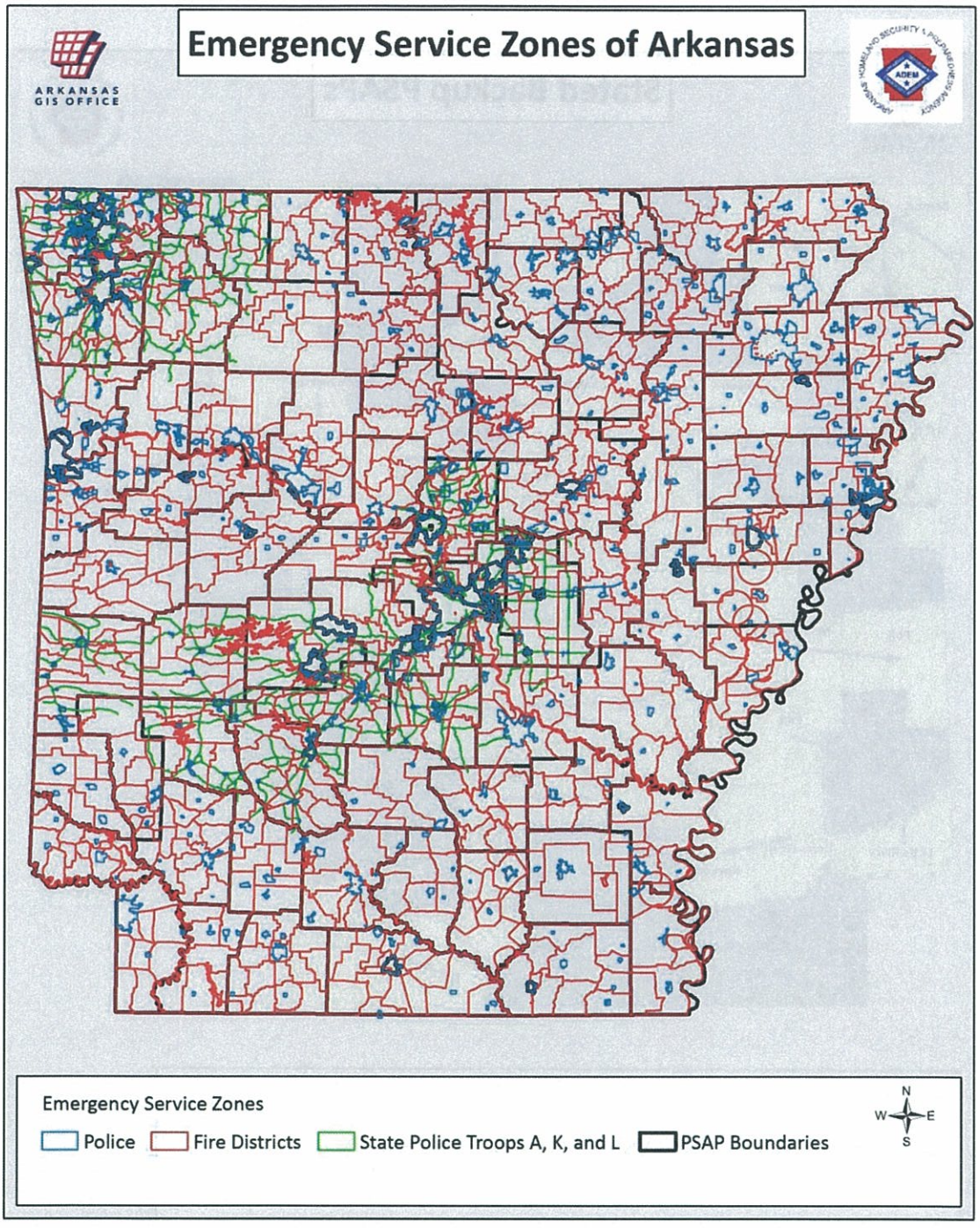
Contents

QUESTION: Is this PSAP a primary or secondary? (A primary PSAP is defined by the FCC as being able to receive 9-1-1 calls 24/7, 365 days per year, and is the first point of contact for a 9-1-1 caller. A secondary PSAP receives a 9-1-1 call only after being transferred from a primary.)



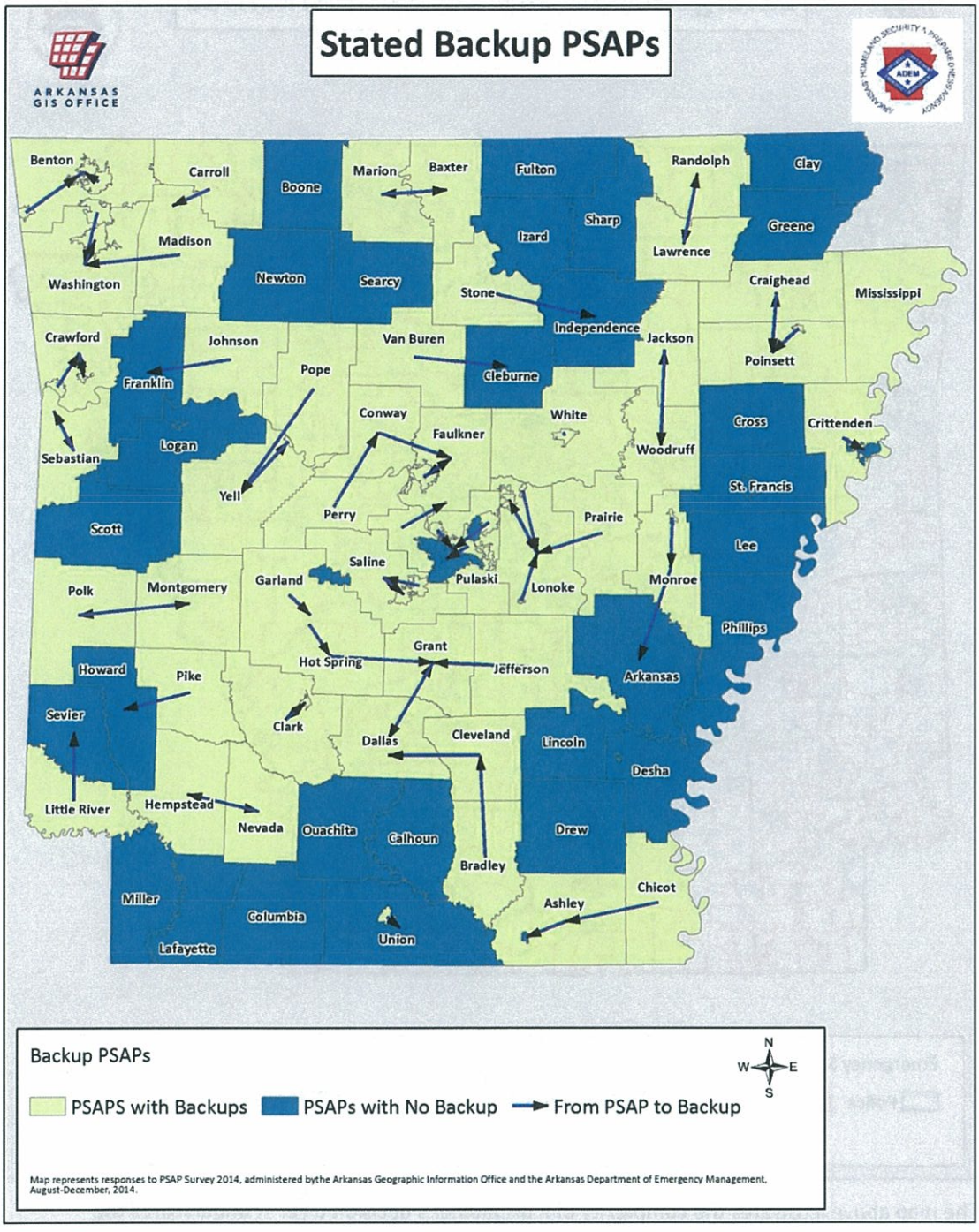
There are 105 PSAPs in the state and fifteen secondary PSAPs. Fifty-five (55) PSAPs have service territory covering a whole County. Some County level PSAPs are physically operated by county government and some are operated by municipal government. For example: the Marianna Police Department operates the PSAP serving all of Lee County. This map shows that three State Police Troops have a secondary PSAP and their geographic service areas are the U.S. and State Highways in those Troop districts.

Figure 1 –Police, Fire and Ambulance Service Zones



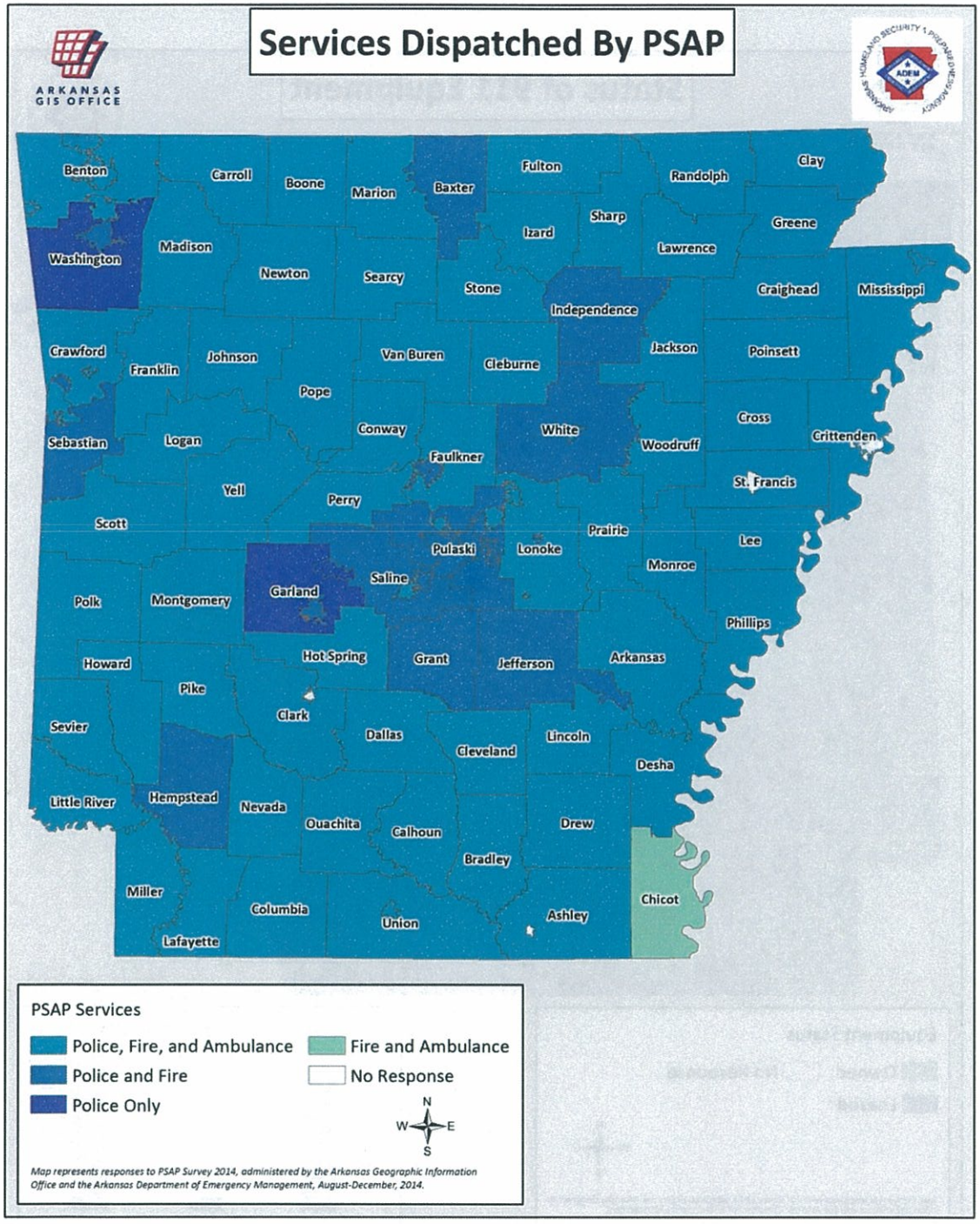
The map above illustrates the complexity of a dispatcher's decision tree. It underscores the importance of call taking software and computer aided dispatch to assist the dispatcher. This shows the tangled nature of service zones and the importance of accurate data in the 9-1-1 systems software.

QUESTION: Please specify your backup PSAP. If you do not have a backup, enter "none".



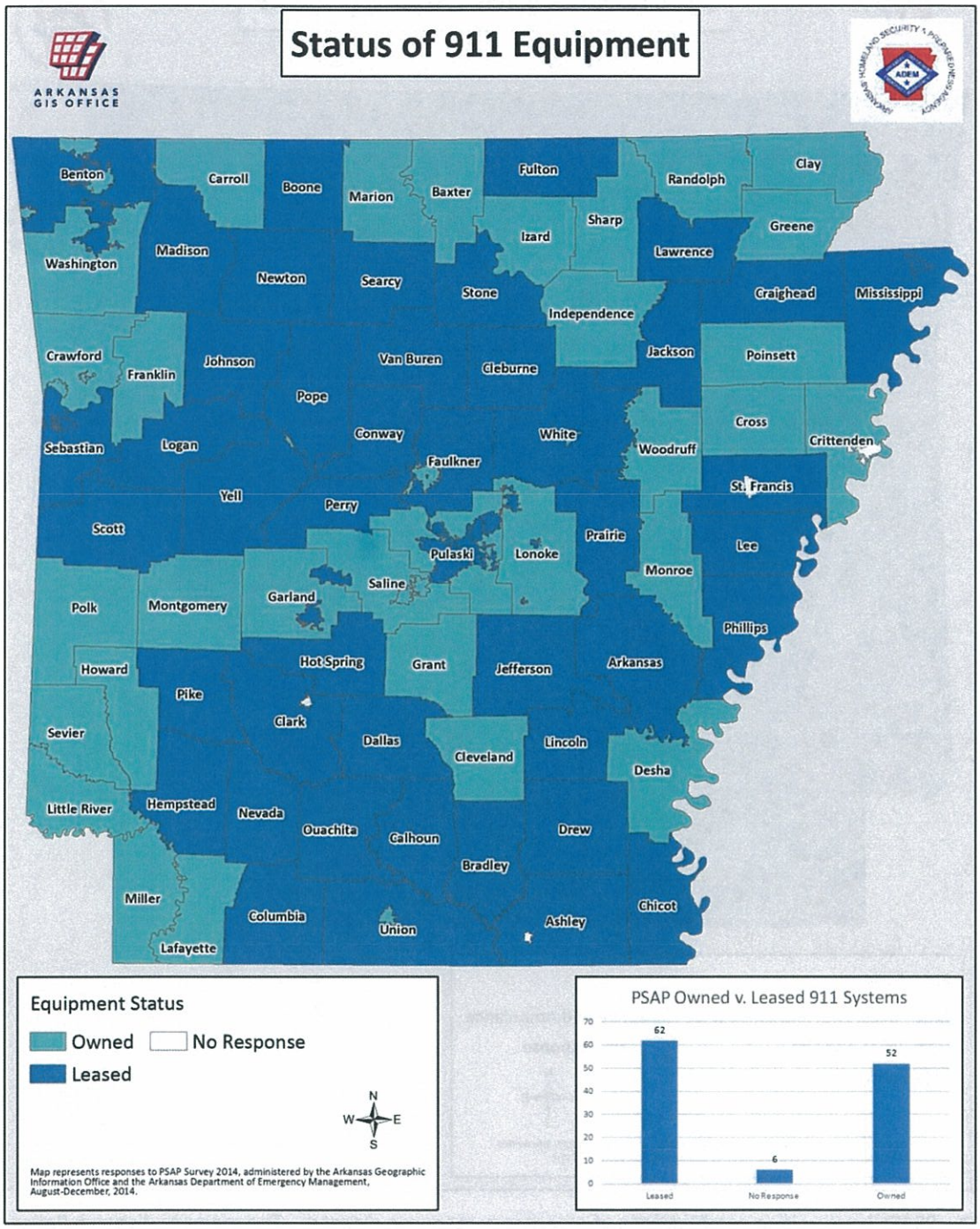
The committee may find it alarming that 33 PSAPs responded they have no backup.

QUESTION: Please choose the services that your PSAP dispatches. Check all that apply.

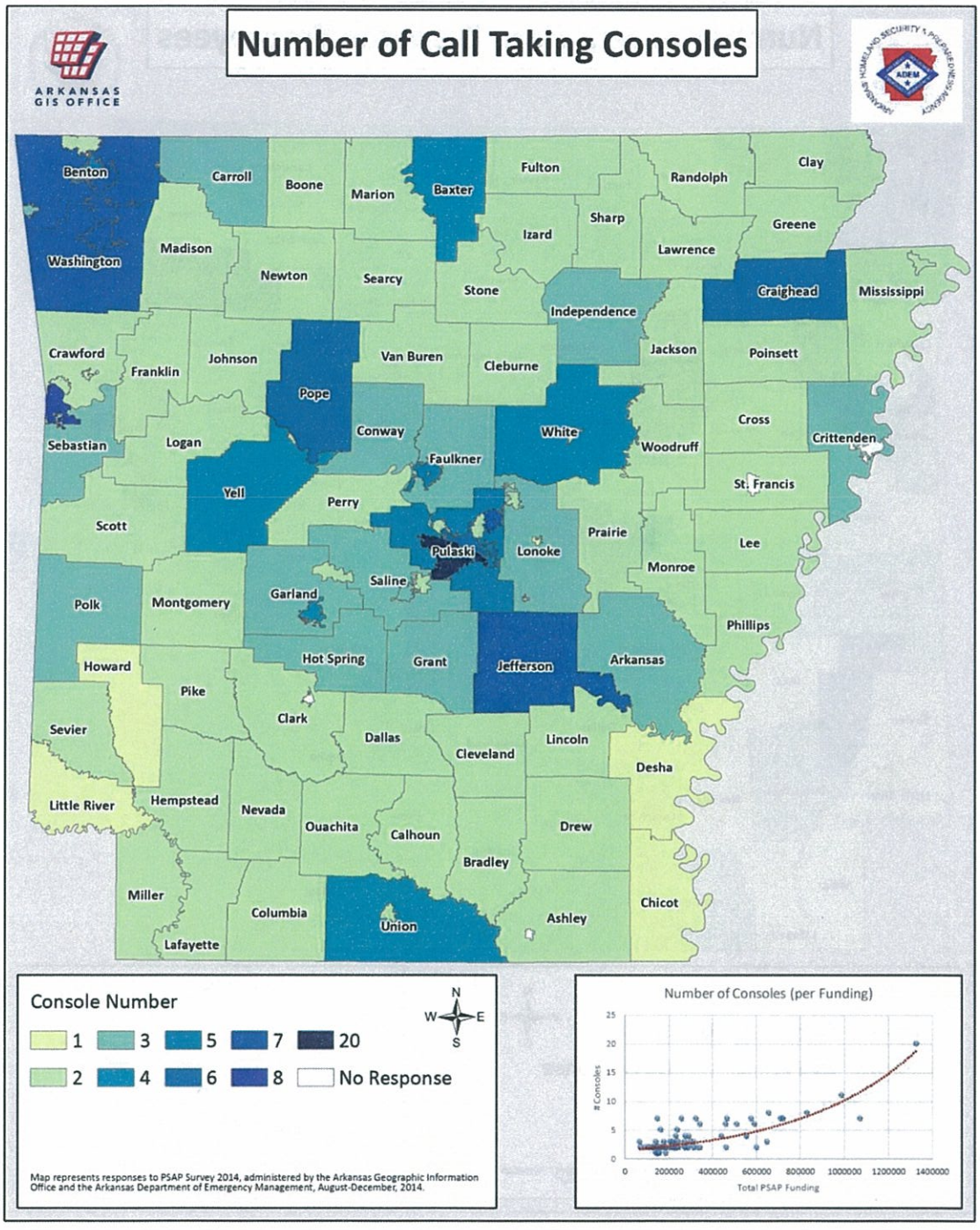


The PSAPs have unique combinations of emergency response dispatch. The majority dispatch Police, Fire and Ambulance service but not all. For other combinations the data about the emergency is passed on to the appropriate service response. The map of emergency service zones on the previous page shows why this lack of standardization may cause inefficiency.

QUESTION: Is your 9-1-1 call taking equipment owned or leased?

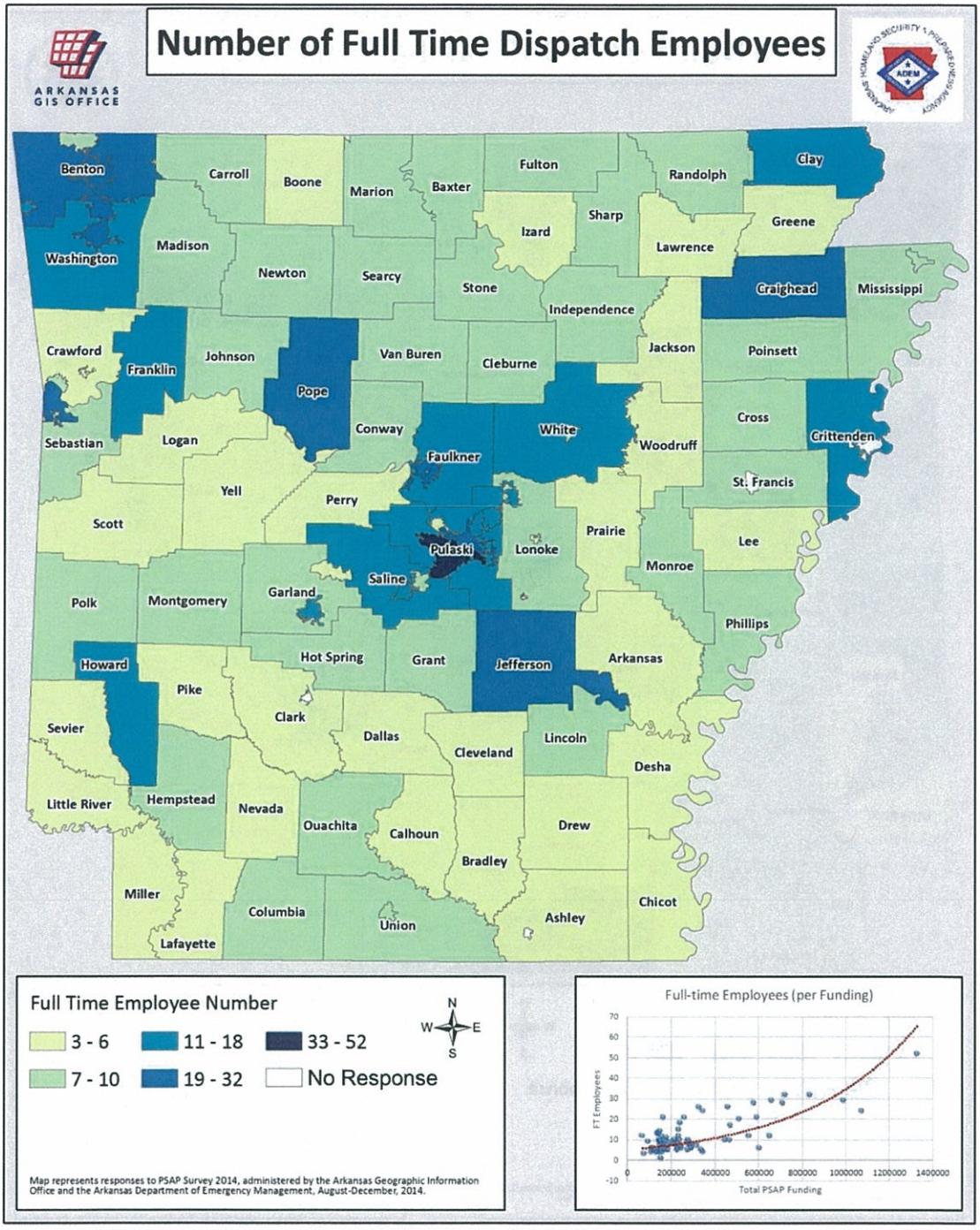


QUESTION: How many total call taking consoles does your PSAP utilize?



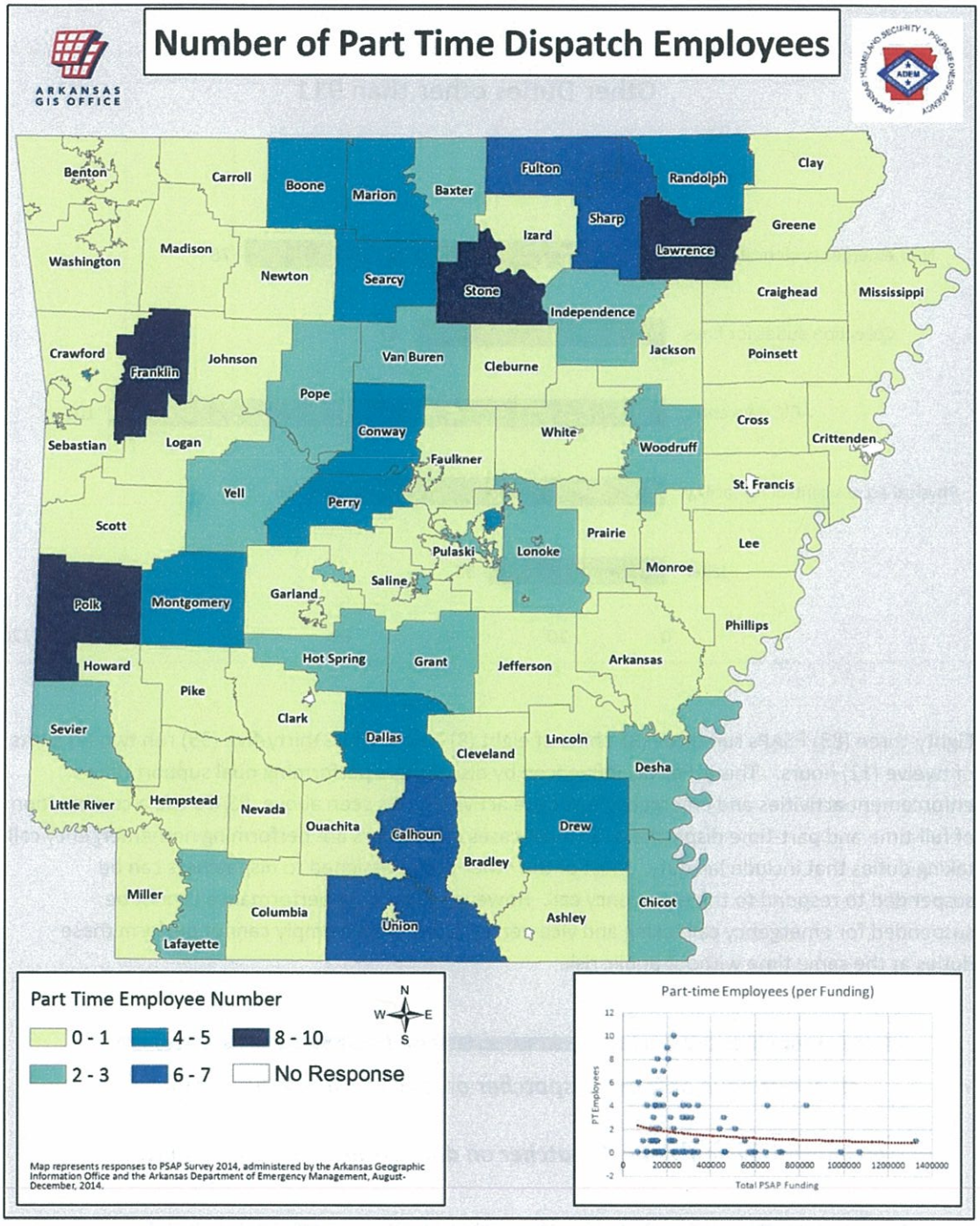
The majority of PSAPs operate with less than three call taking consoles which is in proportion with funding.

QUESTION: How many full time call taker/dispatch employees does your PSAP have?



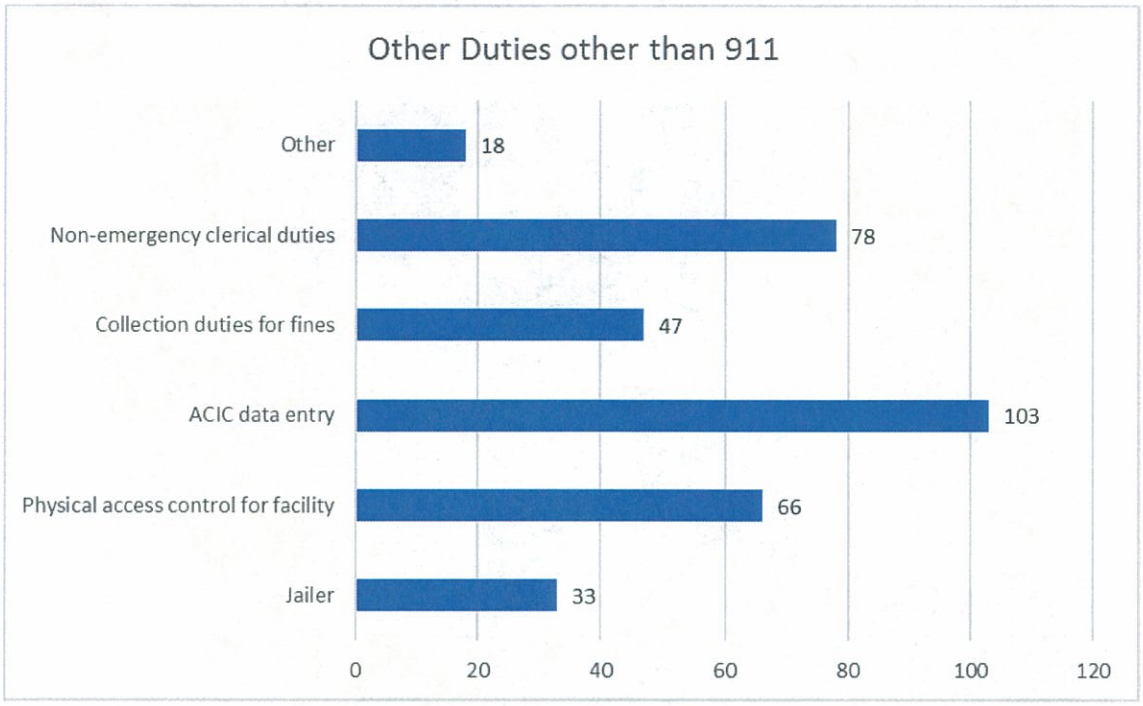
The number of total full time dispatch employees and call taking consoles correspond to the total funding available for the jurisdiction. The majority operate with fewer than ten dispatchers 24 x 7 x 365.

QUESTION: How many part time call taker/dispatch employees does your PSAP have?



Part time dispatch employees are highest in the jurisdictions with less funding.

QUESTION: Please identify any duties other than 9-1-1 call taking or dispatching your personnel are required to perform. Check all that apply.

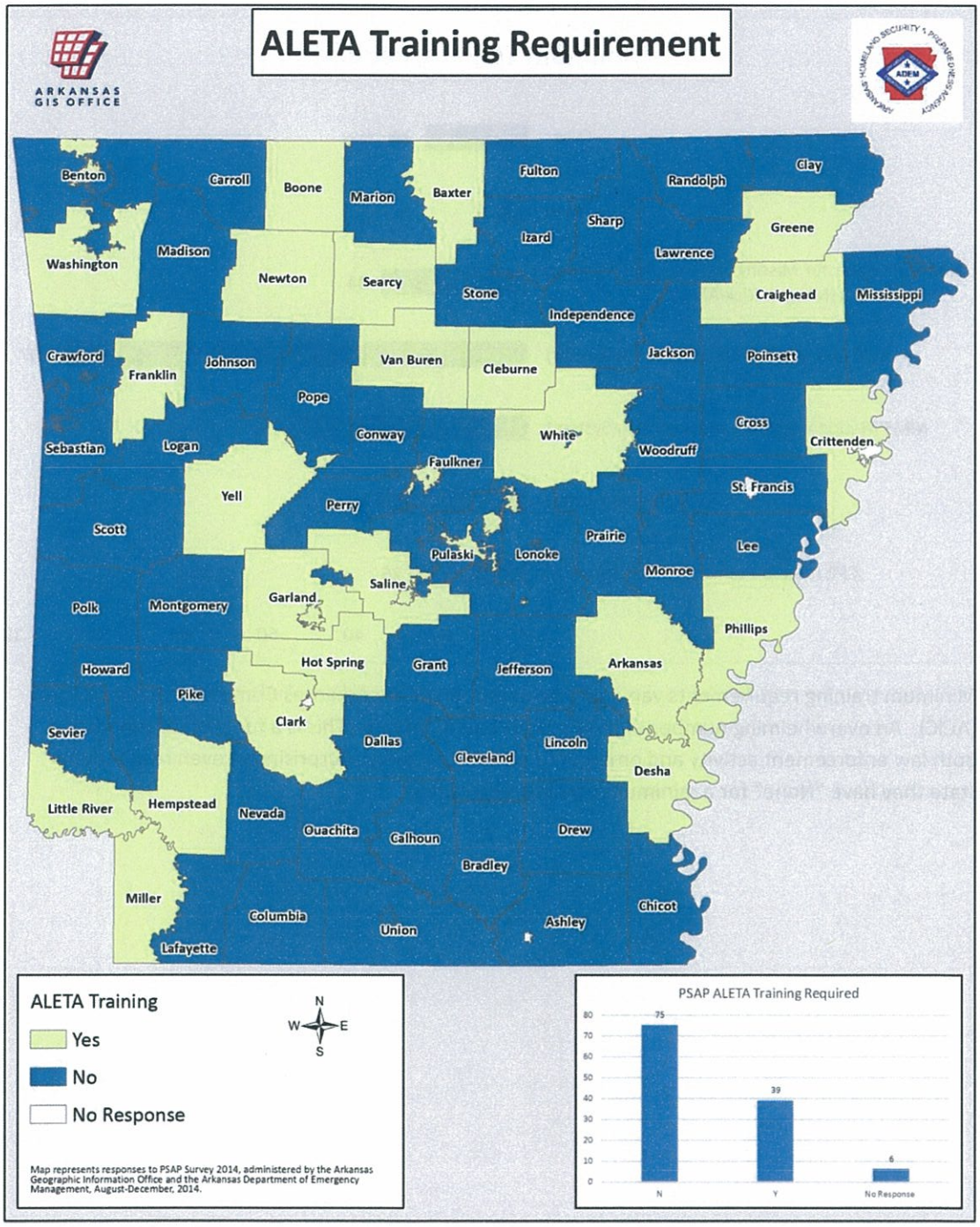


Eighty-three (83) PSAPs run three (3) shifts of eight (8) hours, while thirty-five (35) run two (2) shifts of twelve (12) hours. This is heavily influenced by dispatchers performing dual support of law enforcement activities and emergency response activities. As seen above, PSAPs use a combination of full-time and part-time dispatchers. In most cases dispatchers are performing non-emergency call taking duties that include jail duty. Most of the other duties assigned to dispatchers can be suspended to respond to the emergency call. However, jailer duty performance cannot be suspended for emergency call taking and vice-versa. A dispatcher simply cannot perform these duties at the same time without public risk.

36 PSAPs have only one dispatcher on duty during a third shift.

40 PSAPs have only one dispatcher on duty during the second shift.

QUESTION: Does your PSAP require the Arkansas Law Enforcement Training Academy (ALETA) basic telecommunicator training course for each call taker/dispatcher?

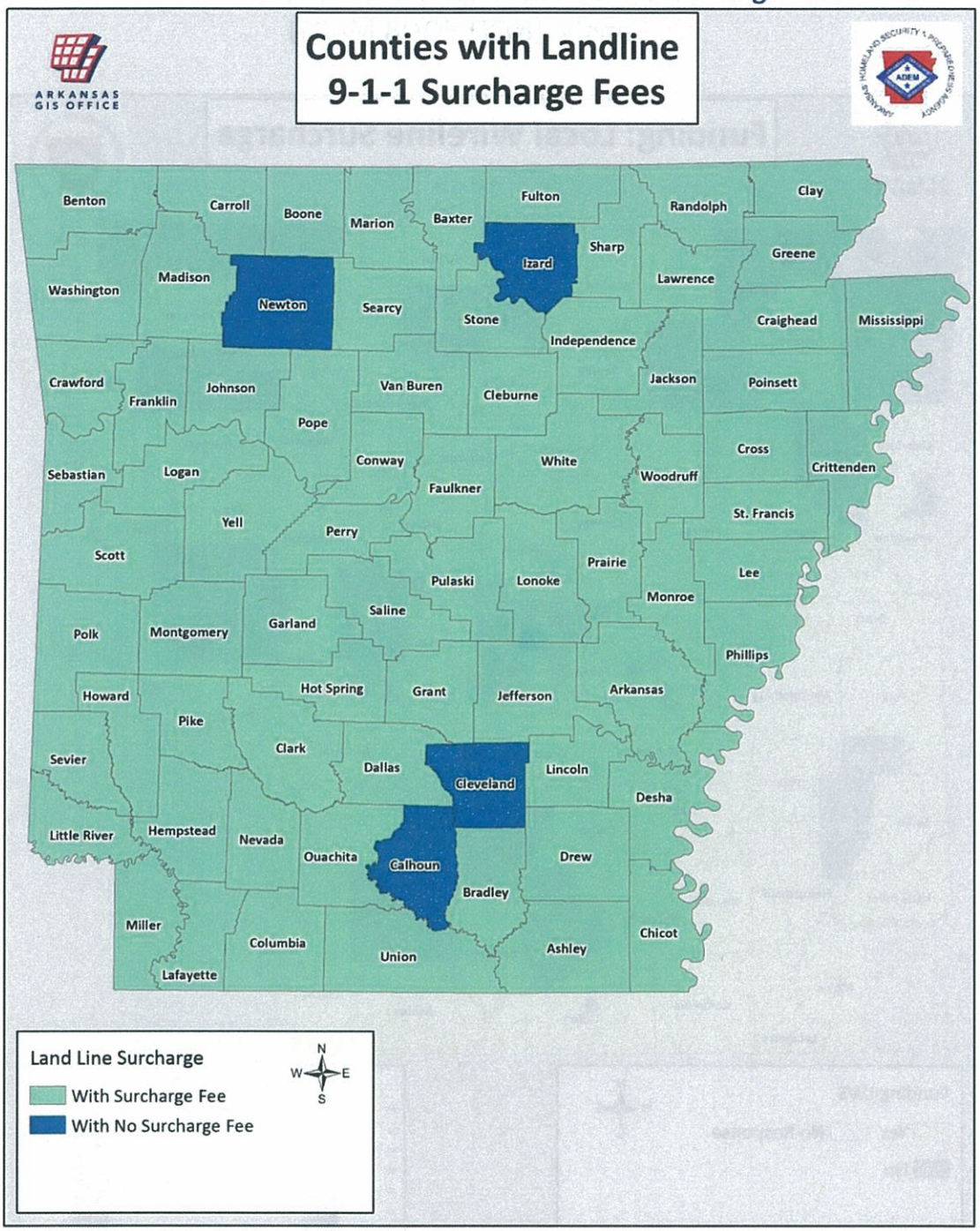


The majority of PSAPs do not require dispatcher training at the Arkansas Law Enforcement Training Academy. This is not to say that dispatchers from those PSAPs answering "No" have not received training. Rather it is not a requirement.

QUESTION: Identify any other minimum training requirements for your call takers/dispatchers. Check all that apply.

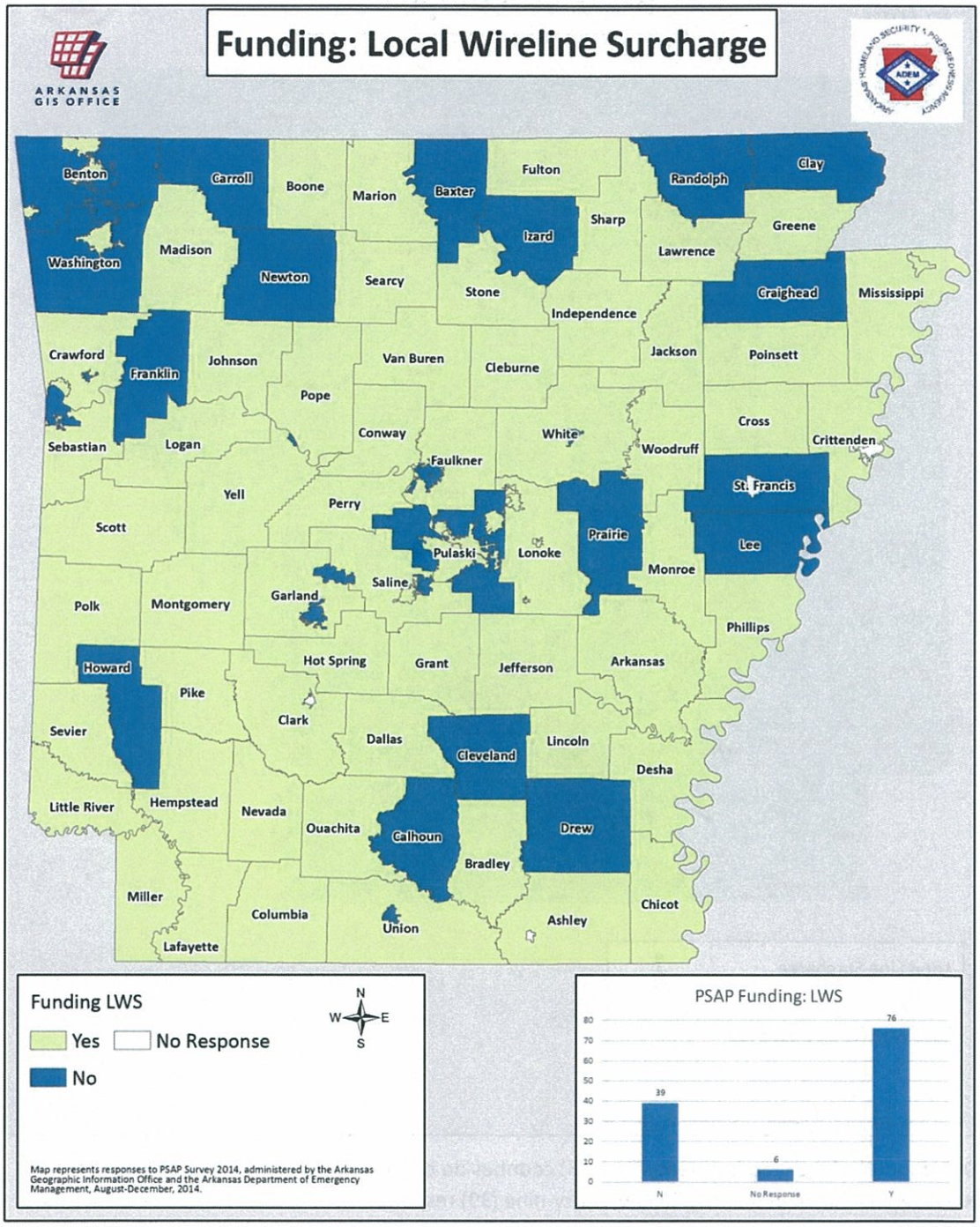
Minimum training requirements vary with the exception of the Arkansas Crime Information Center (ACIC). An overwhelming number of PSAPs require ACIC training. This is a function of supporting both law enforcement activity and emergency response activity. Surprisingly seven respondents state they have "None" for a minimum training requirement.

FIGURE 2: Counties with Landline 9-1-1 Surcharge Fees

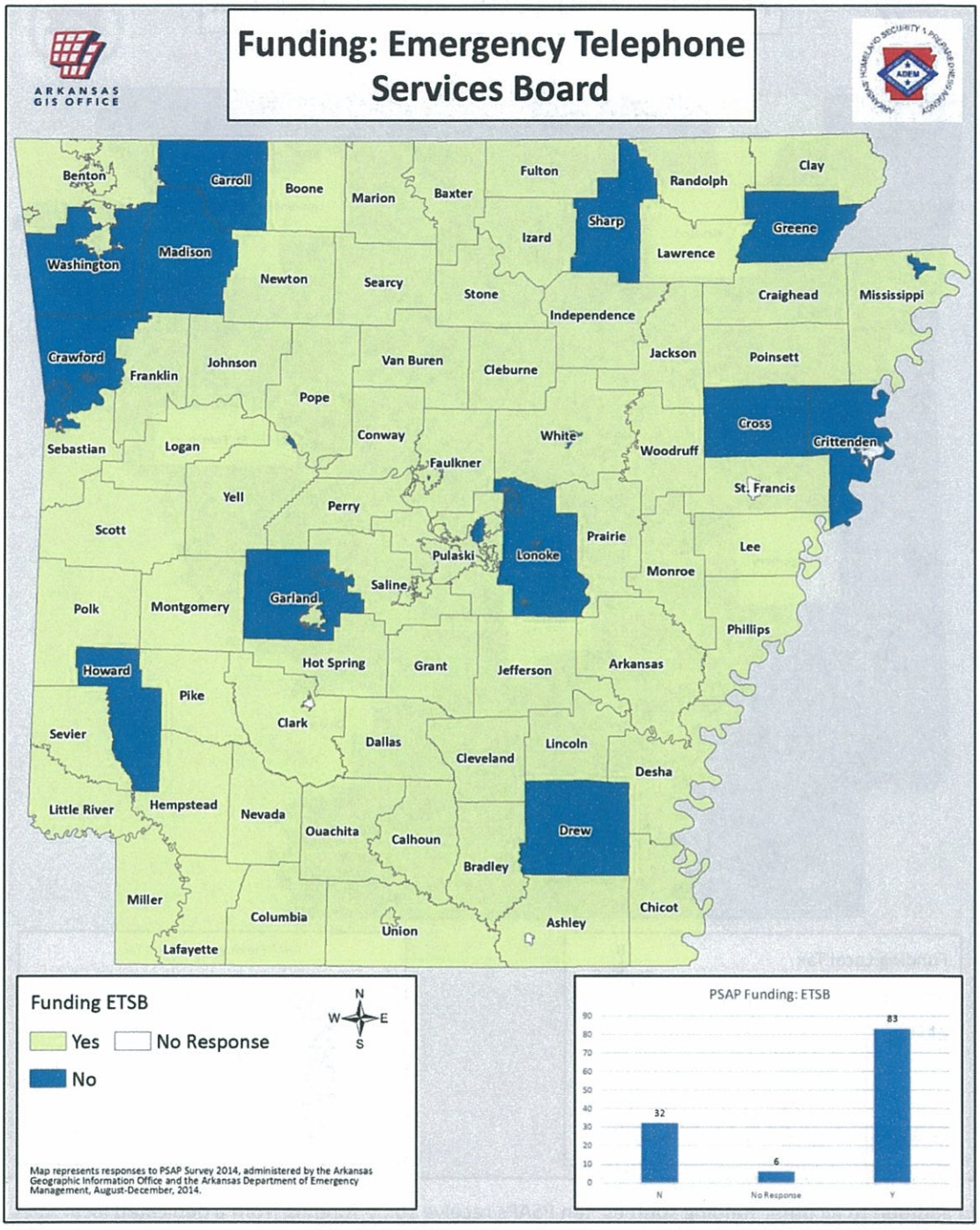


Only four (4) of the state's seventy-five (75) counties do not have Landline 9-1-1 Surcharge Fees. However, as shown in the map below, thirty-nine (39) respondents to the survey indicate that they do not have a Local Wireline Surcharge. This suggests that employees who are responsible for administering the PSAP operation are not fully aware of their funding sources.

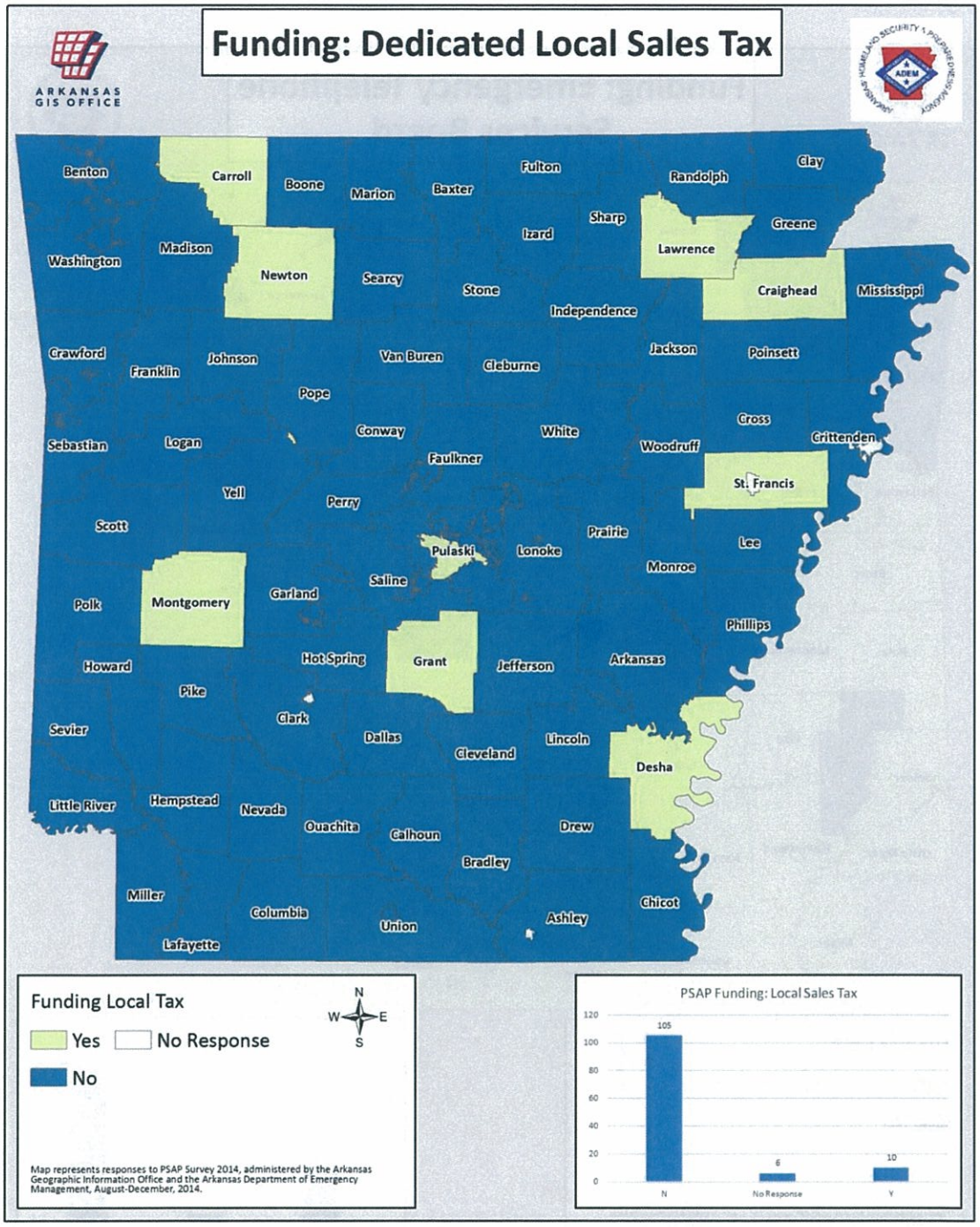
QUESTION: Please identify the funding sources for your PSAP. Check all that apply. [NEXT FOUR MAPS]



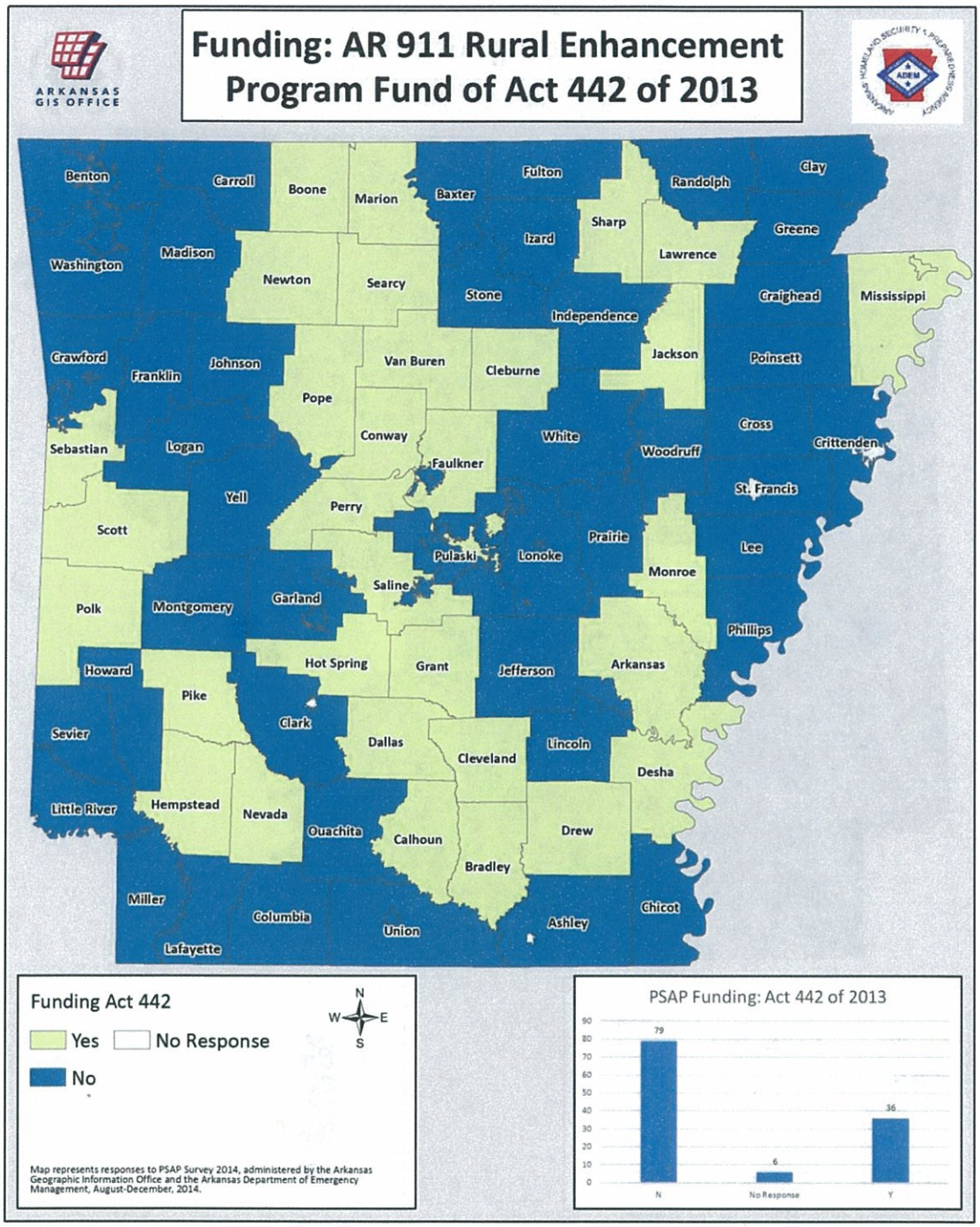
The map on the previous page shows Newton, Izard, Calhoun and Cleveland counties are the only counties that do not incur a local wireline surcharge. Yet several counties show "No" for a local wireline surcharge. Either some of these are instances where the whole county is served by a municipal PSAP and funds are interlocal transfer, or the respondents are unaware of their funding source.



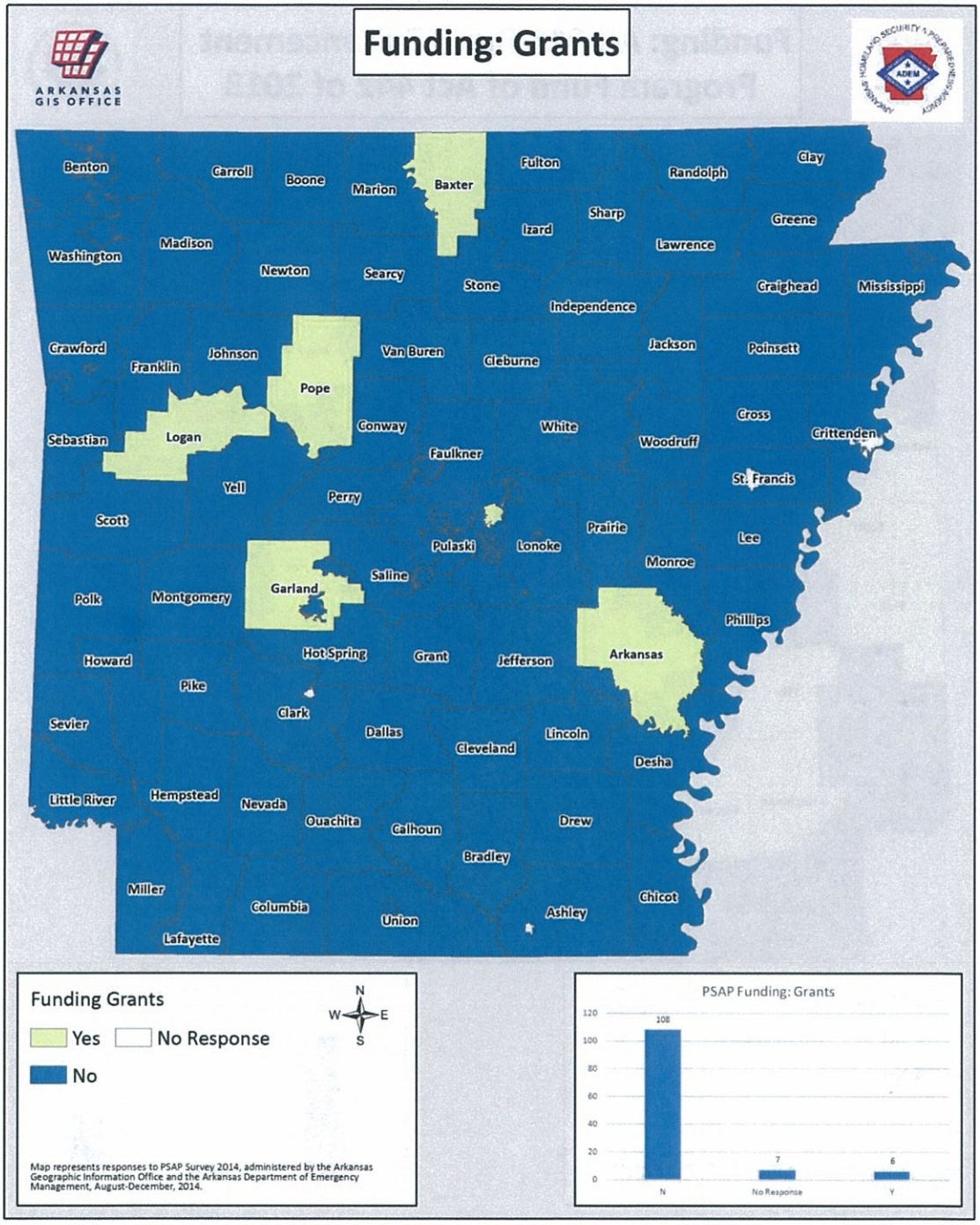
As seen above, this map demonstrates another disconnect between PSAPs and funding. All counties receive Emergency Telephone Service Board (ETSB) funding; yet thirty-two respondents indicate that they do not receive funding from the ETSB.



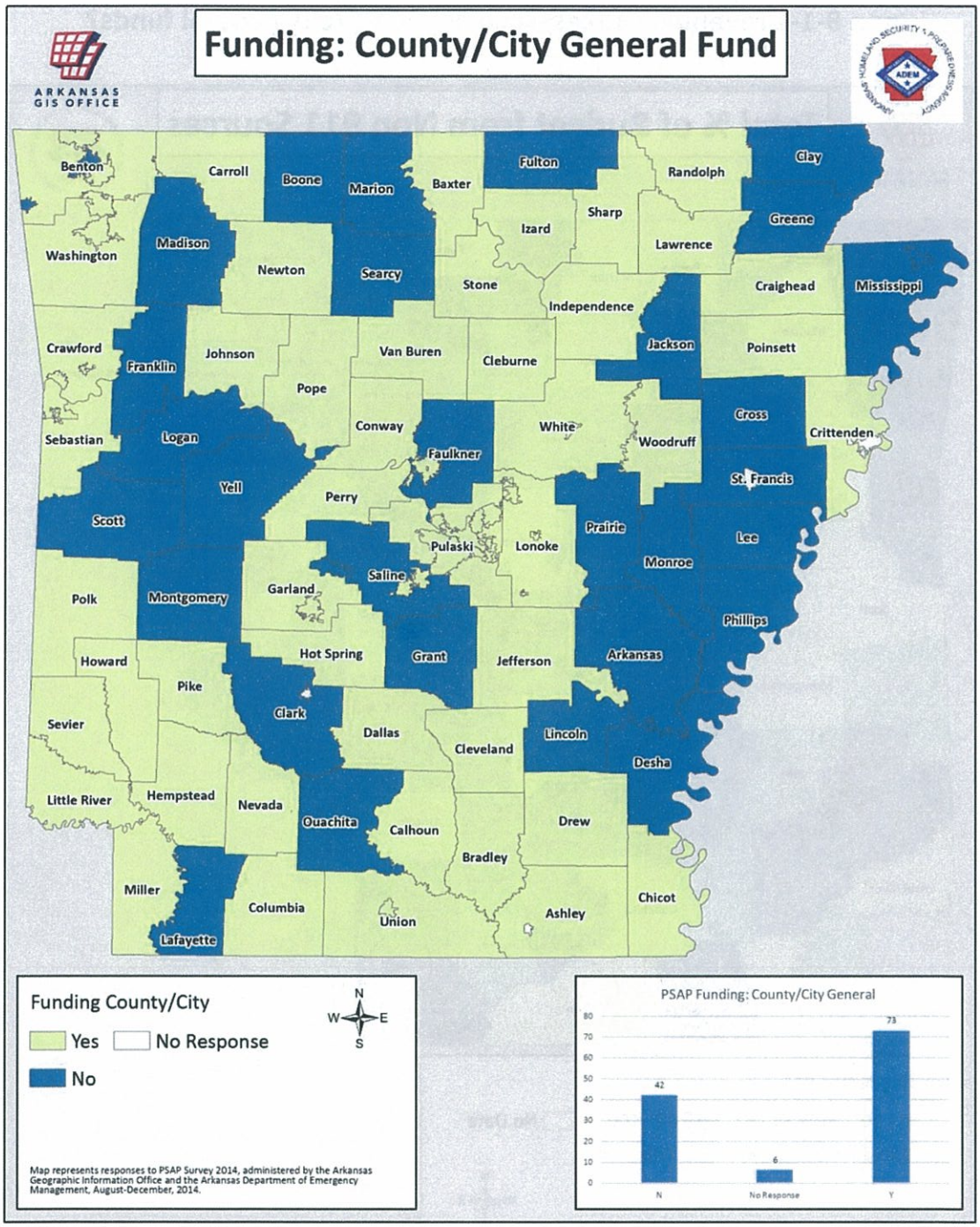
In addition to all other funding sources, ten PSAPs receive some funding from a dedicated local sales tax.



As seen in the previous maps, this map demonstrates more disconnect regarding funding. All of these jurisdictions receive funds through Act 442, but seventy-nine (79) PSAPs responded to the survey stating that they do not receive funds from this program.

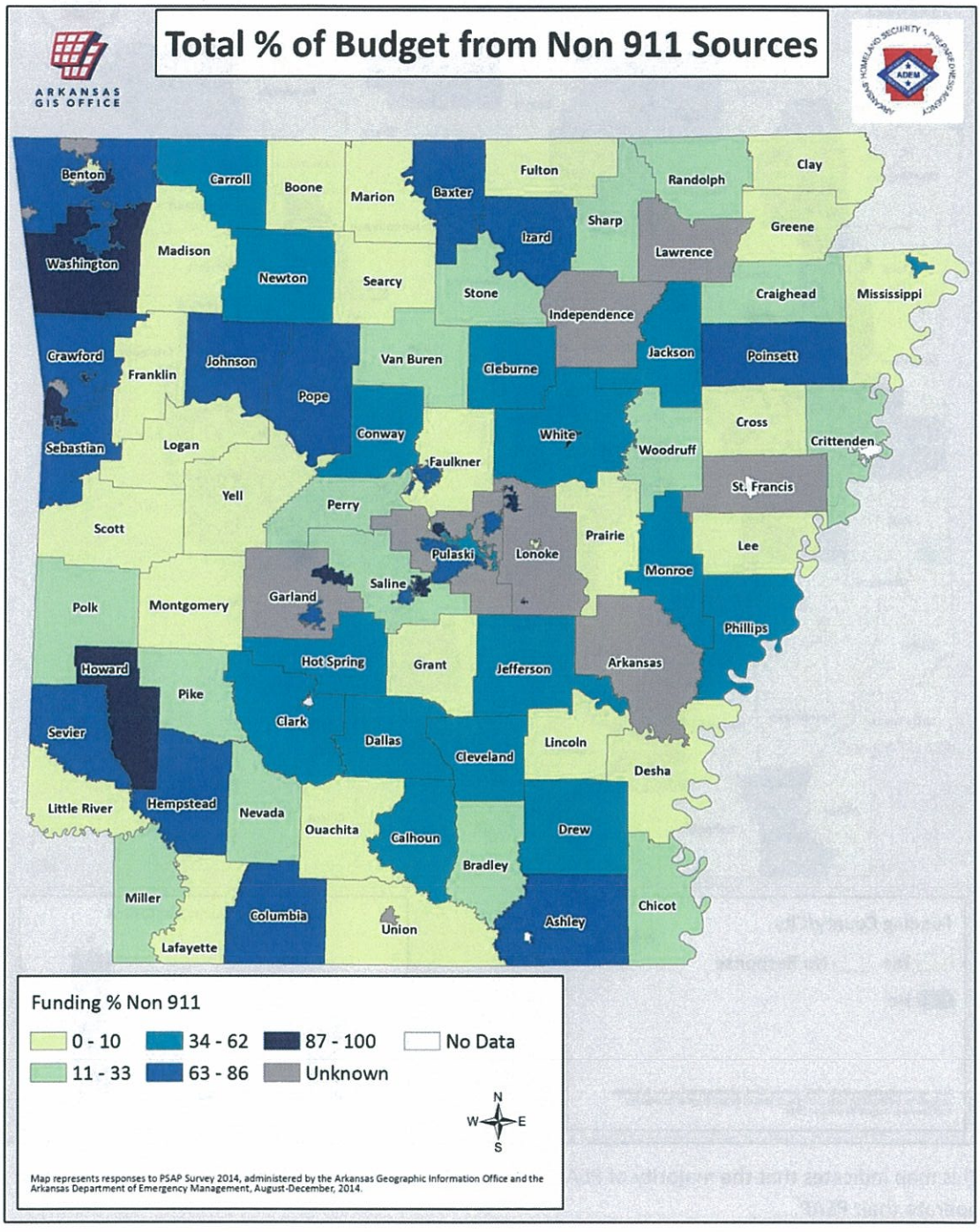


Only six PSAPs indicated they receive funding from grants. There may be opportunity for additional grant funding. Given the number of staff at the PSAPs and their workload there is likely no time for personnel to seek, prepare and submit grant applications.

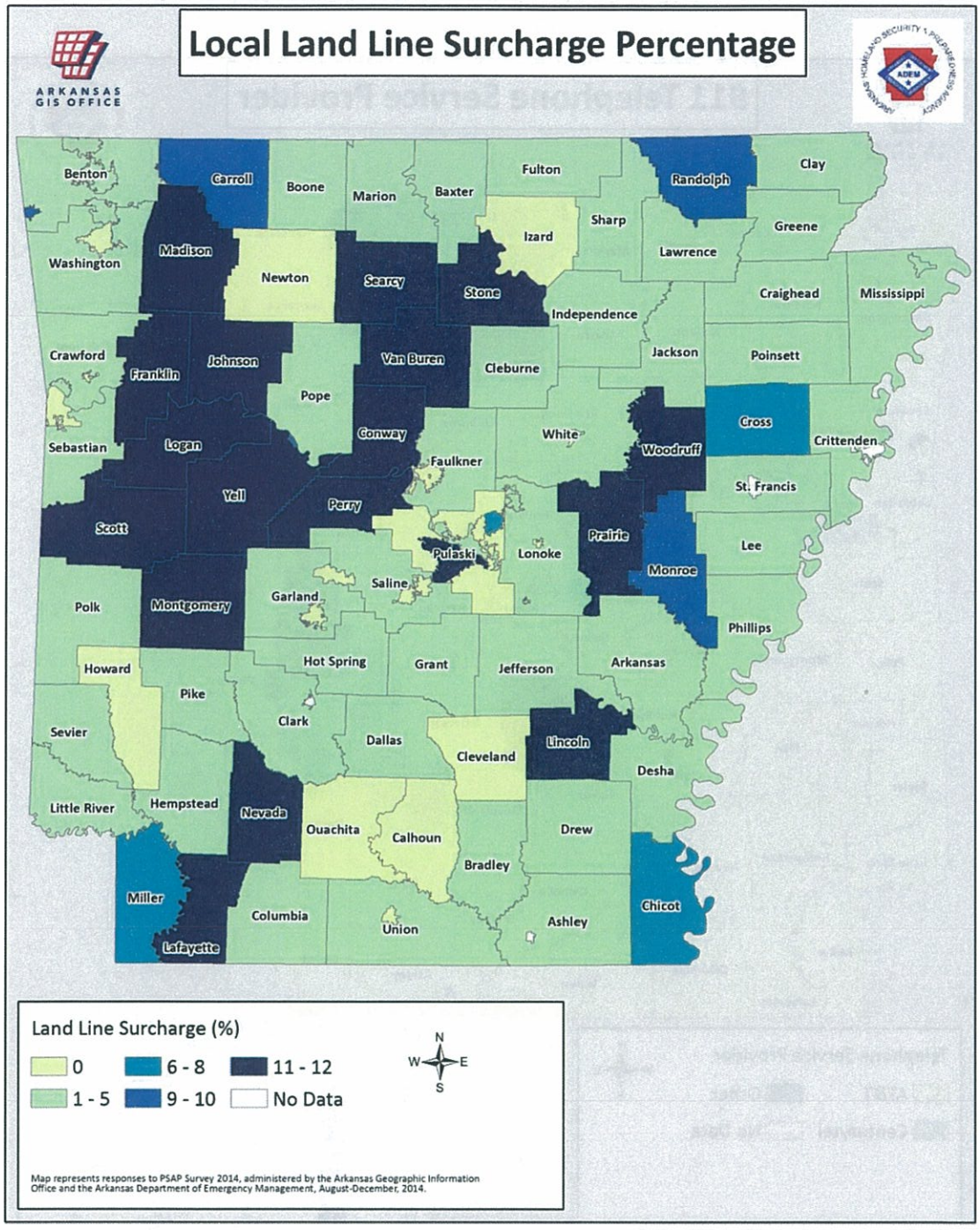


This map indicates that the majority of PSAPs across the state dip into County/City General Funds to operate their PSAP.

QUESTION: What portion or percentage of your 9-1-1 budget is funded by non 9-1-1 revenue sources, such as county/city general funds?

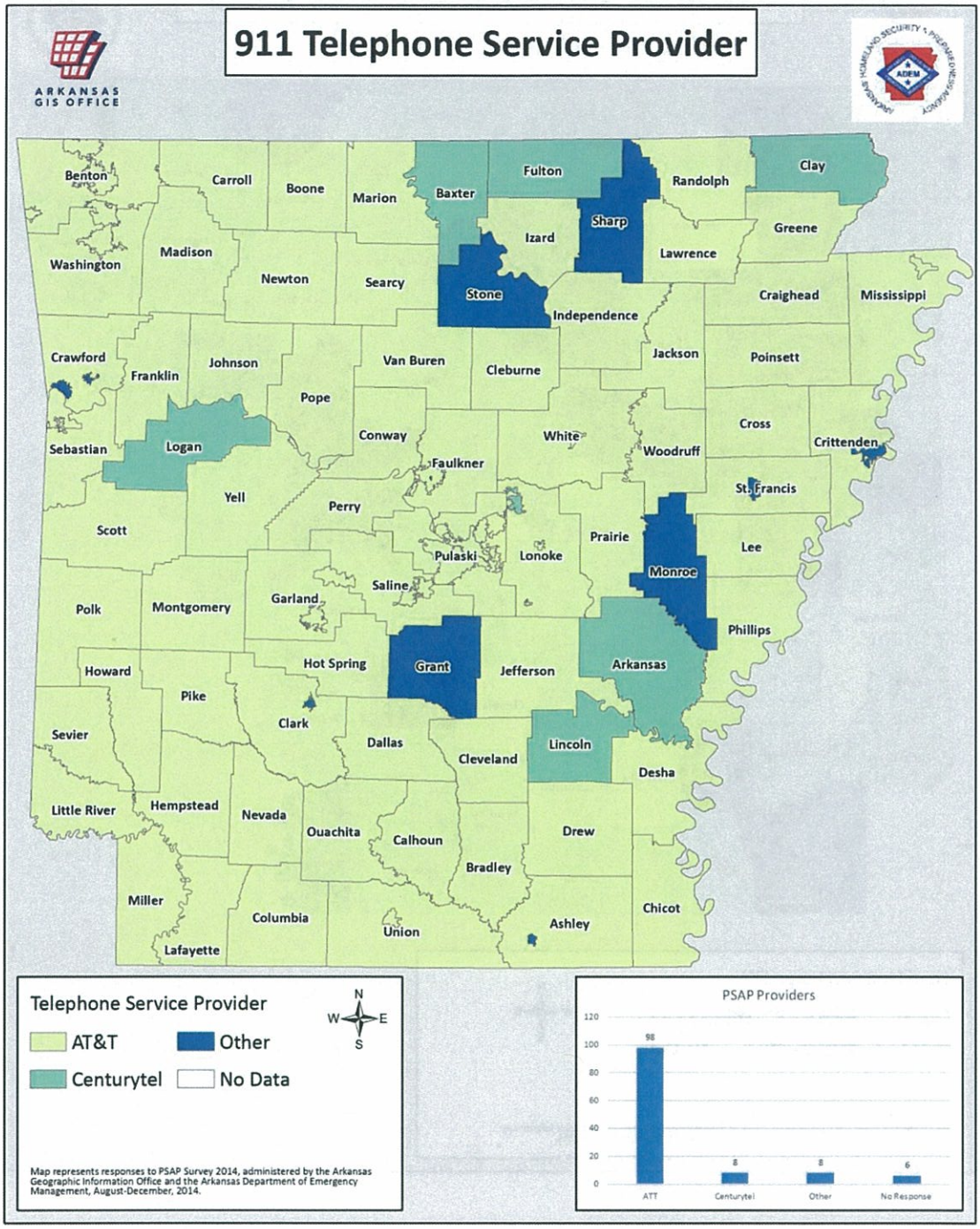


QUESTION: Please choose the percentage of the local land line surcharge.



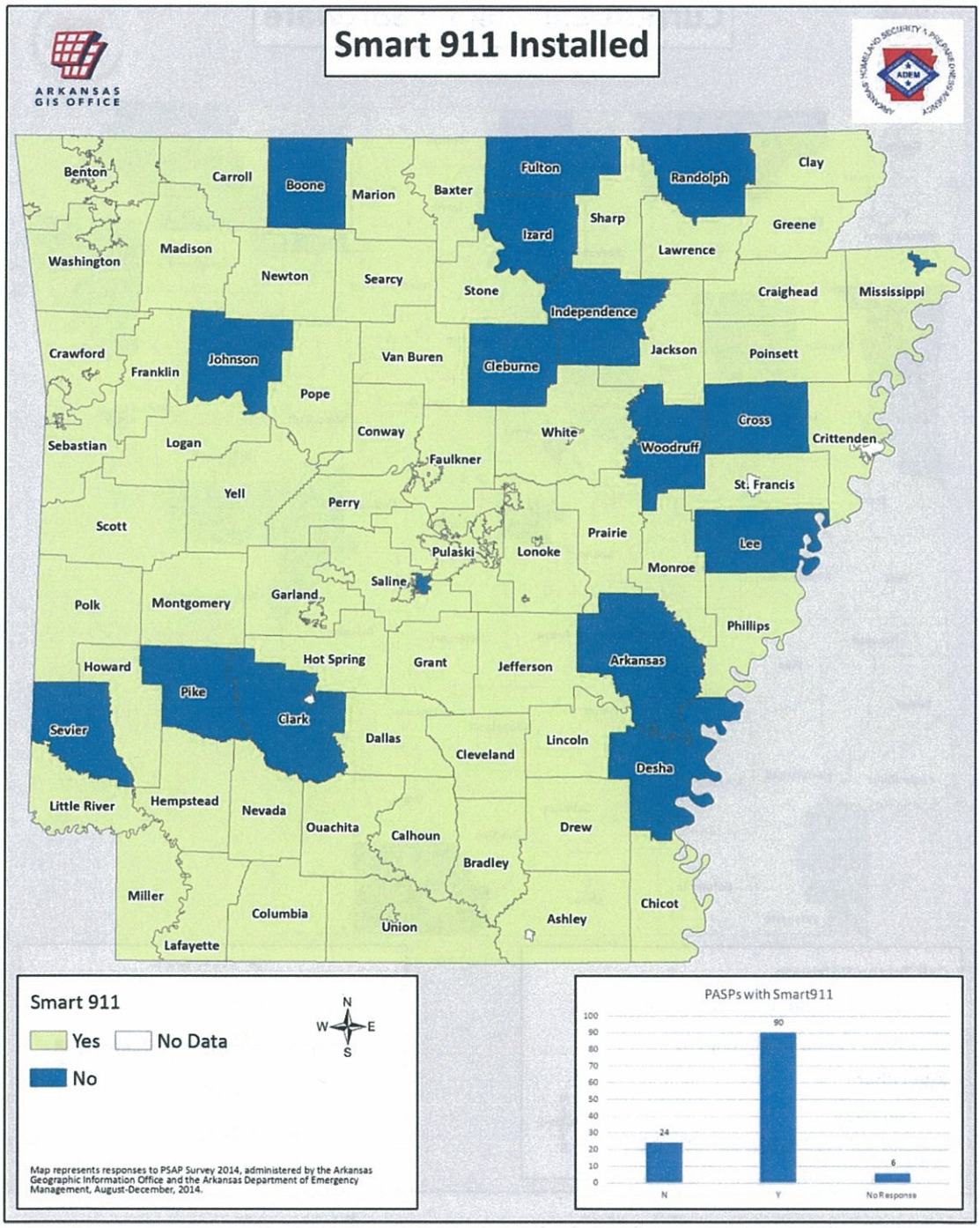
Comparing the maps from the previous two pages shows a correlation among PSAPs where the Local Wireline Surcharge is highest. Areas with higher surcharges are less likely to subsidize PSAP operations with other funding and have the lowest percentage of funding from non 9-1-1 sources.

QUESTION: Who is your 9-1-1 telephone service provider?

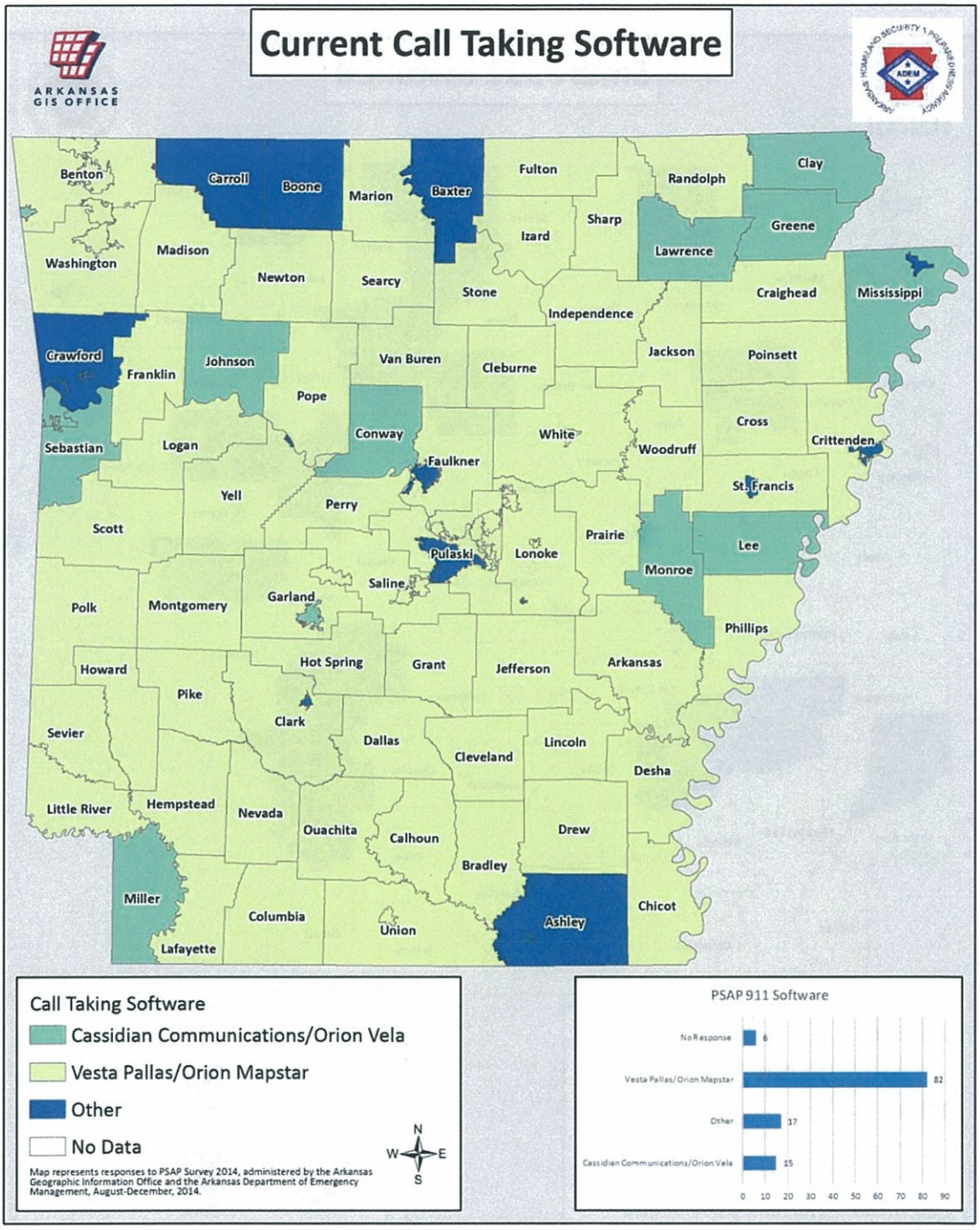


The majority of PSAPs are served by AT&T for emergency telephone service.

QUESTION: Has Smart 911 been installed at each of your call taking/dispatching consoles?

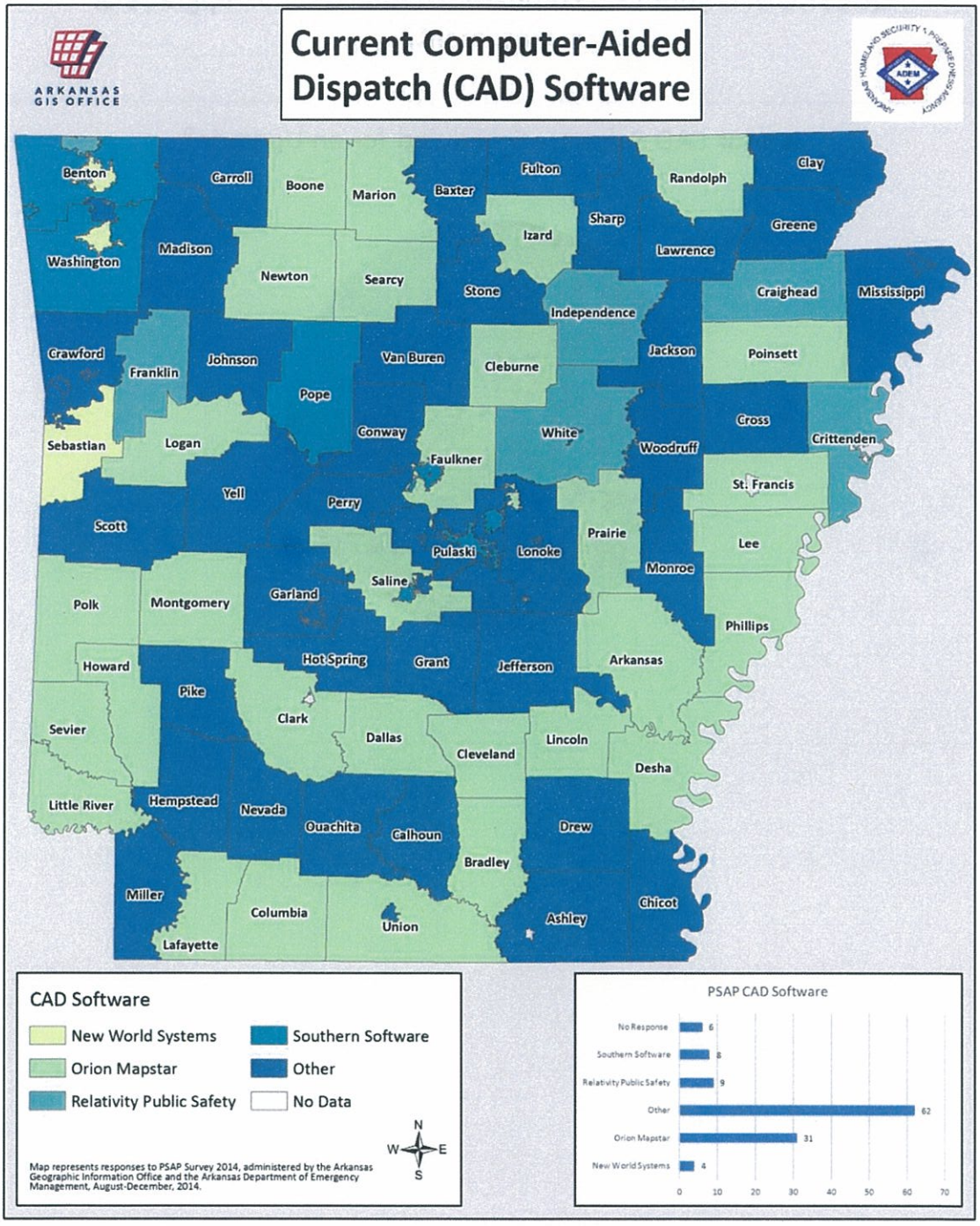


QUESTION: What is your current 911 call taking software?



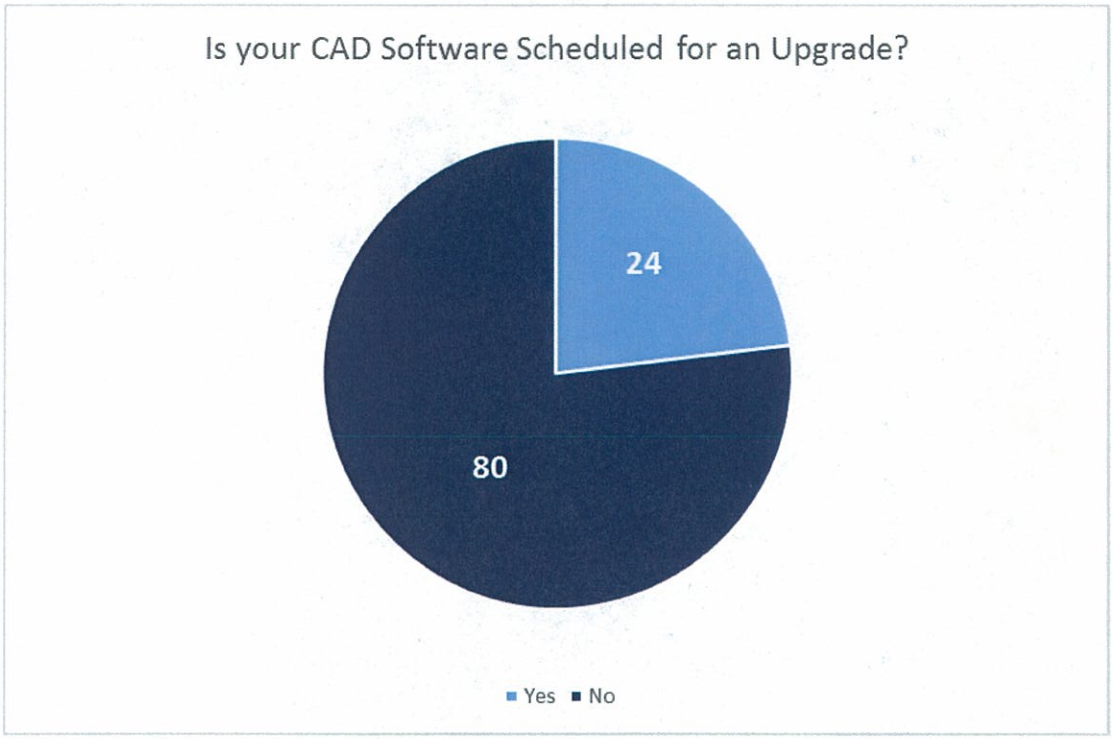
This map indicates that many of the PSAPs are using the same call taking software.

QUESTION: What is your current CAD software and what version do you use?

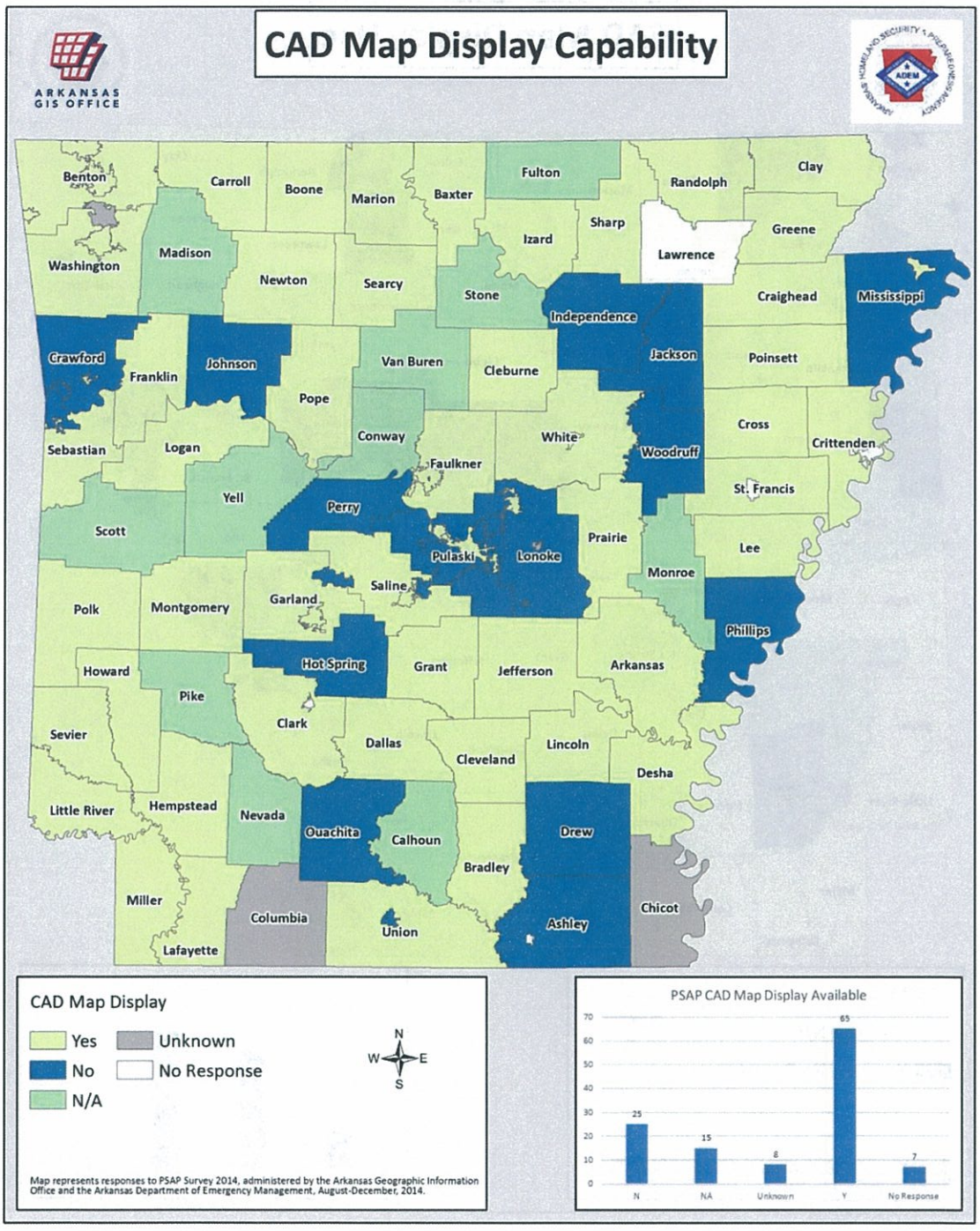


This map demonstrates a lack of interoperability between PSAPs Computer Aided Dispatch software. If a jurisdiction receives a call from a neighboring jurisdiction, this lack of interoperability means that the call information cannot be automatically shared between agencies. Instead dispatchers must verbalize the information. This delays response and may introduce errors.

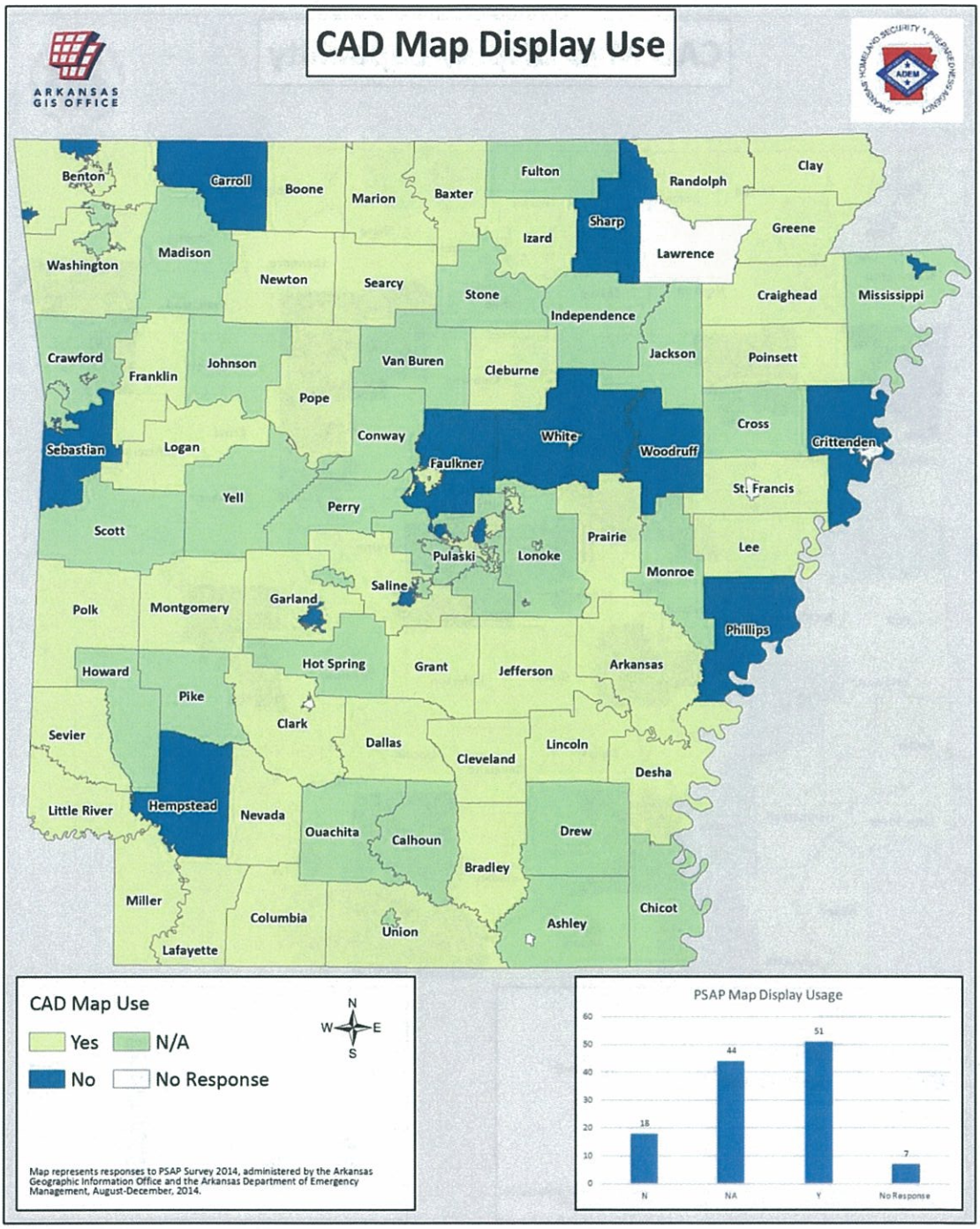
QUESTION: Is your CAD software scheduled for an upgrade or replacement?



QUESTION: Does your CAD software have map display capability?

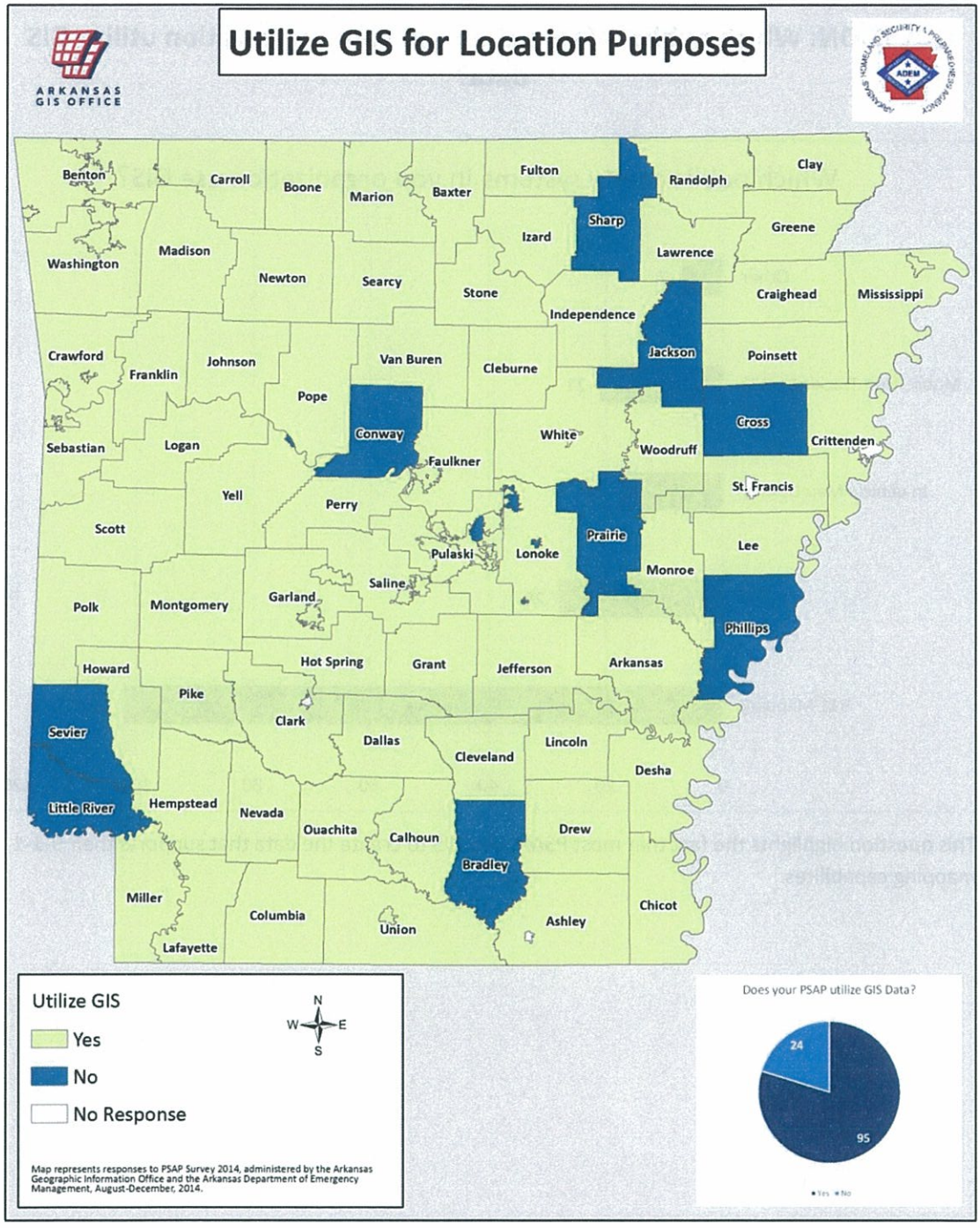


QUESTION: If you answered "Yes" to [the previous question], are you using the map display capabilities in your dispatch center?



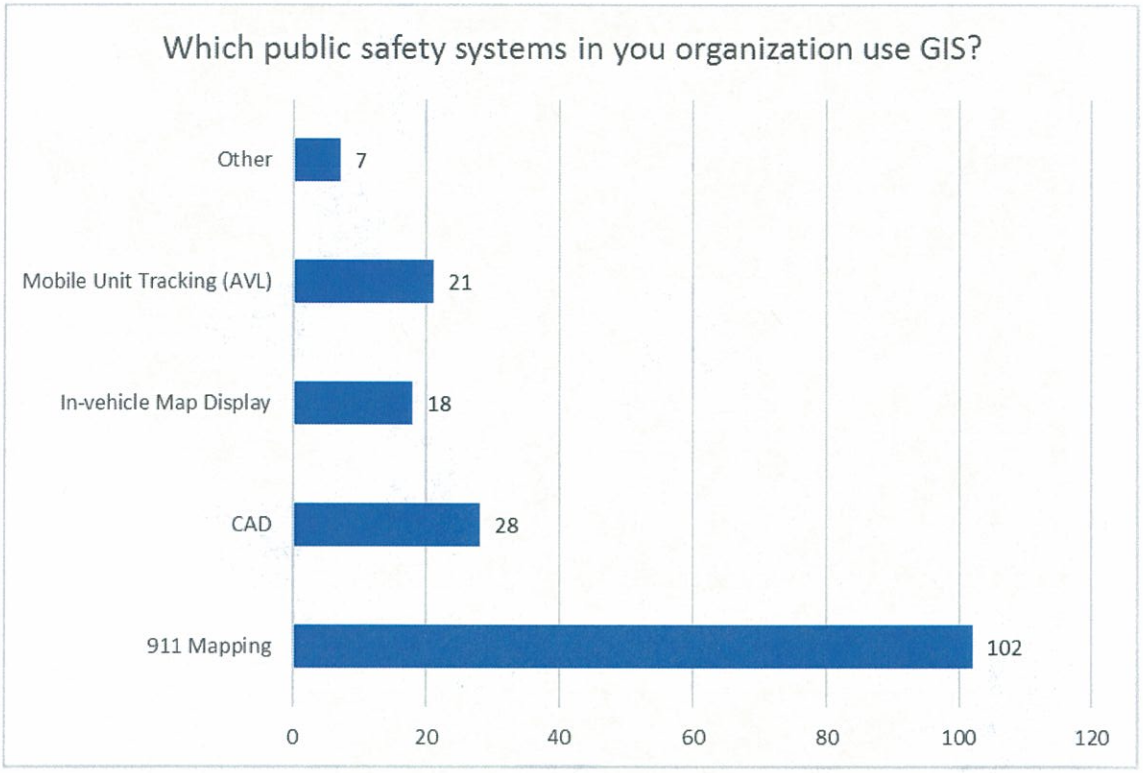
Many of the counties answering "No" to this question do not use the map functionality in their CAD systems because they already have mapping functionality on their call taking software. For instance, White County does not use the CAD mapping capability due to the fact that they use the mapping capability on their 911 Call Taking software, Orion MapStar.

QUESTION: Does your PSAP utilize GIS data for location purposes?



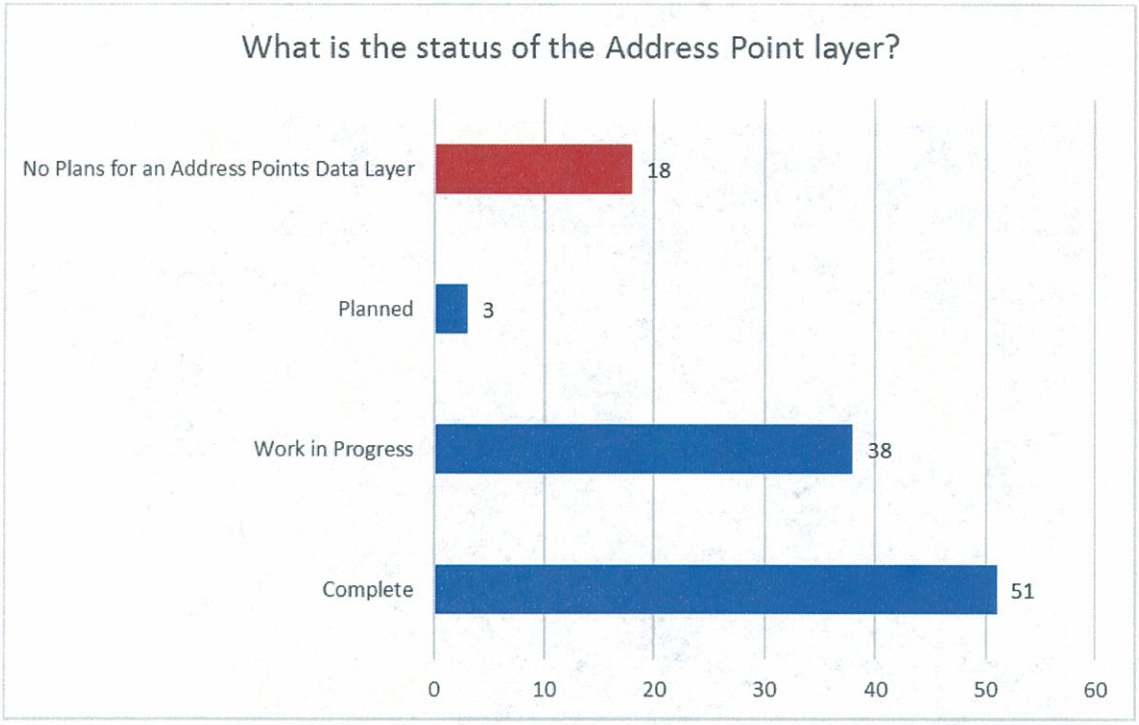
The majority of PSAPs are using GIS capability, but twenty-four (24) do not. This response surprised the Arkansas GIS Office because the agency has coordinated GIS data for roads, address points and other layers in all counties.

QUESTION: Which public safety systems in your organization utilize GIS data?



This question highlights the fact that most PSAPs use GIS to create the data that supports their 9-1-1 mapping capabilites.

QUESTION: What is the status of the address point data layer?

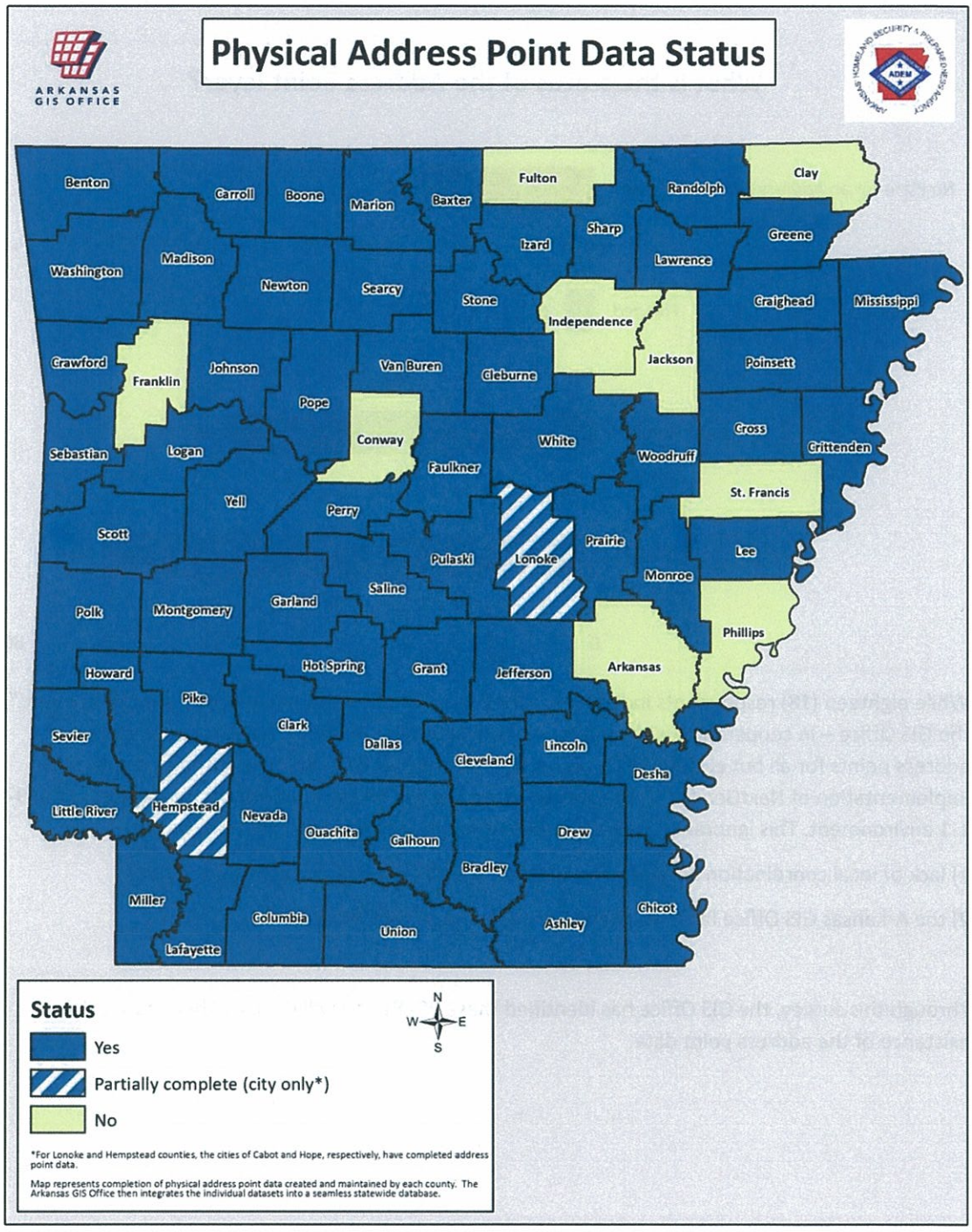


While eighteen (18) respondents indicate that they have "No Plans for an Address Point Data Layer," the GIS Office – in cooperation with addressing authorities in the state – have acquired statewide address points for all but eleven (11) counties in Arkansas (See Map Below). As the state plans for implementation of NextGen 9-1-1, the address point file will be the most important dataset in the 9-1-1 environment. This ignorance regarding address points indicates two possibilities:

1) lack of local coordination between the addressing authority and dispatch centers, or;

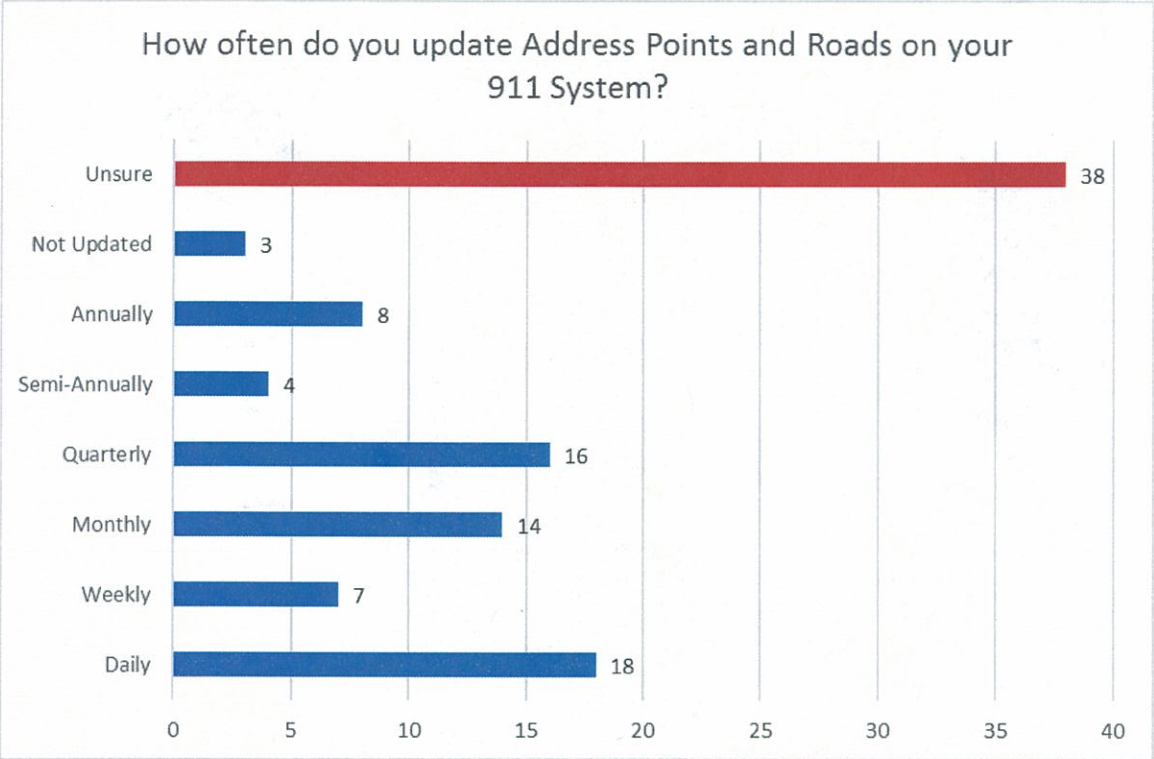
2) the Arkansas GIS Office failed to adequately coordinate with these PSAPs.

Through this survey, the GIS Office has identified these PSAPs and will educate them about the existence of the address point data.



This map shows the statewide status of physical address point data creation as of December 19, 2014. Data from each county is available for download from the Arkansas GIS Office website across jurisdictional boundaries. Unfortunately, eighteen (18) respondents answered "No Plan for Address Points" when the majority of the state has been complete and published.

QUESTION: How often are updates made to the address points and roads in your 911 system?



The first question a 9-1-1 call taker asks is "What is your emergency?" The second question is "What is your location?" Only twenty-five (25) PSAPs responded that their address points and roads – critical data when dispatching a 9-1-1 call – are updated on a weekly or daily basis. This suggests three possible failures:

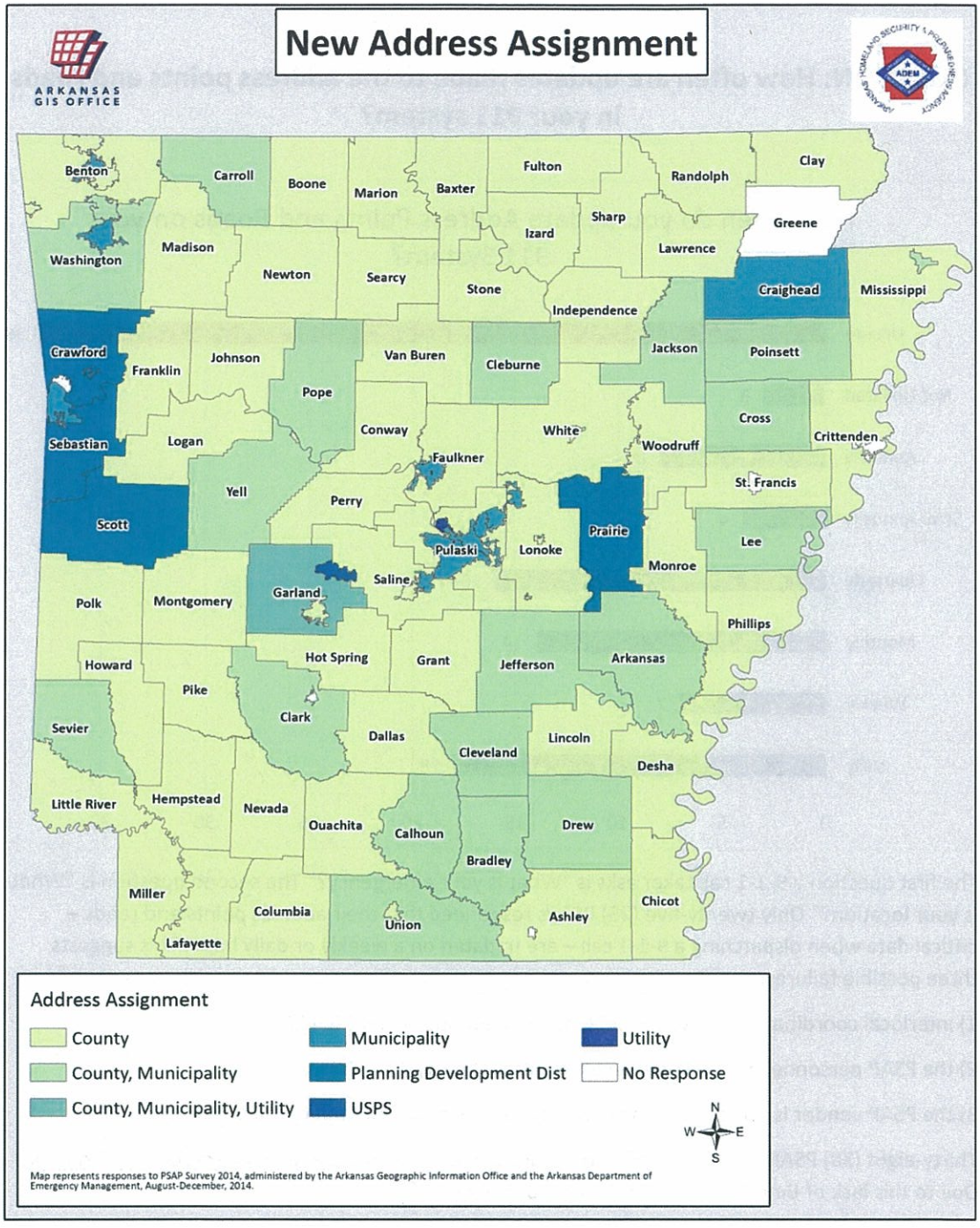
1) interlocal coordination between the addressing authority and the PSAP

2) the PSAP personnel do not know how to update their systems, or;

3) the PSAP vendor is not performing their contractual duties to update the systems

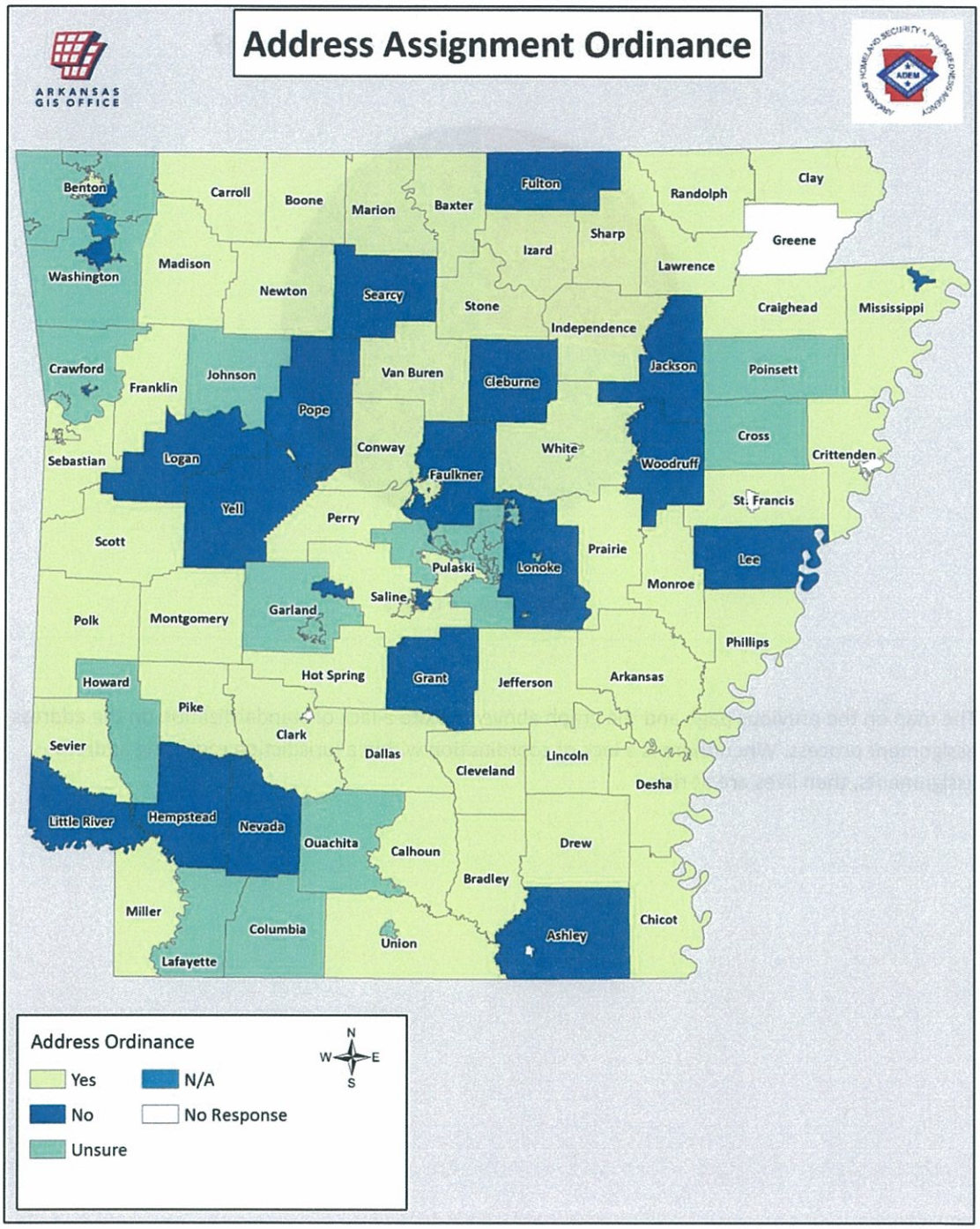
Thirty-eight (38) PSAPs are "Unsure" if they update their data and three (3) are certain they do not. Due to this lack of timely maintenance, is the public at risk?

QUESTION: Who assigns NEW addresses in your jurisdiction?

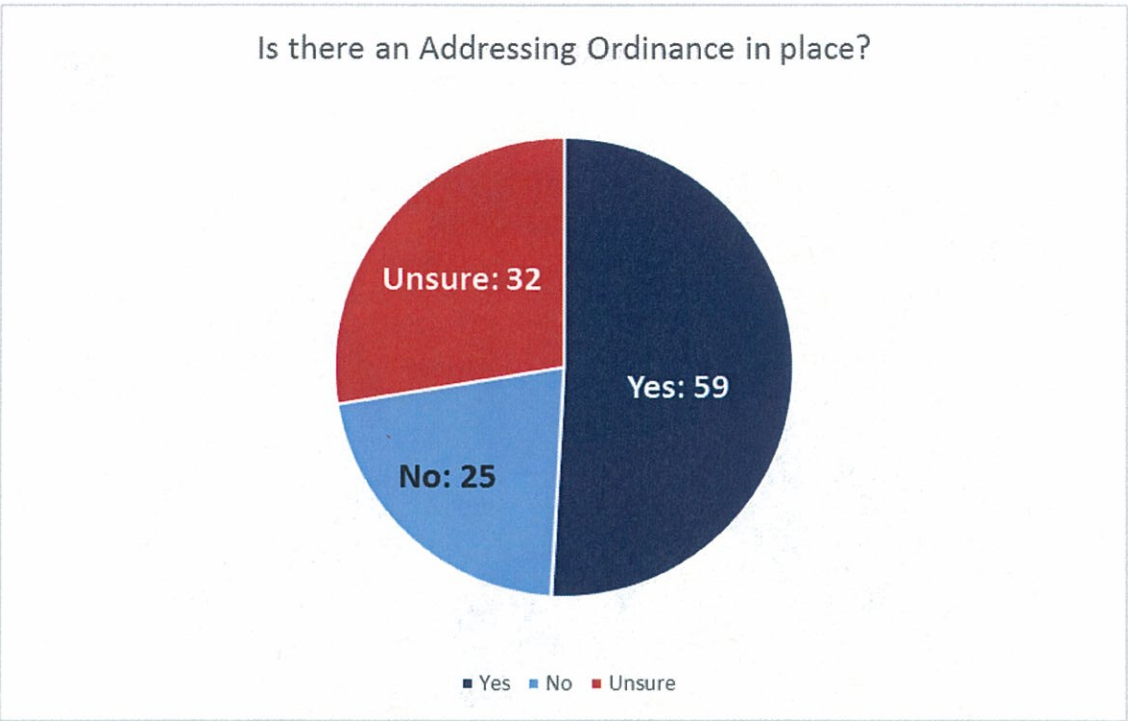


This map reveals a lack of uniformity in address assignment and may cause a delay in timely address data updates to the 9-1-1 system.

QUESTION: Is there an ordinance in place that specifies a standard process for assigning addresses and/or an address schema?

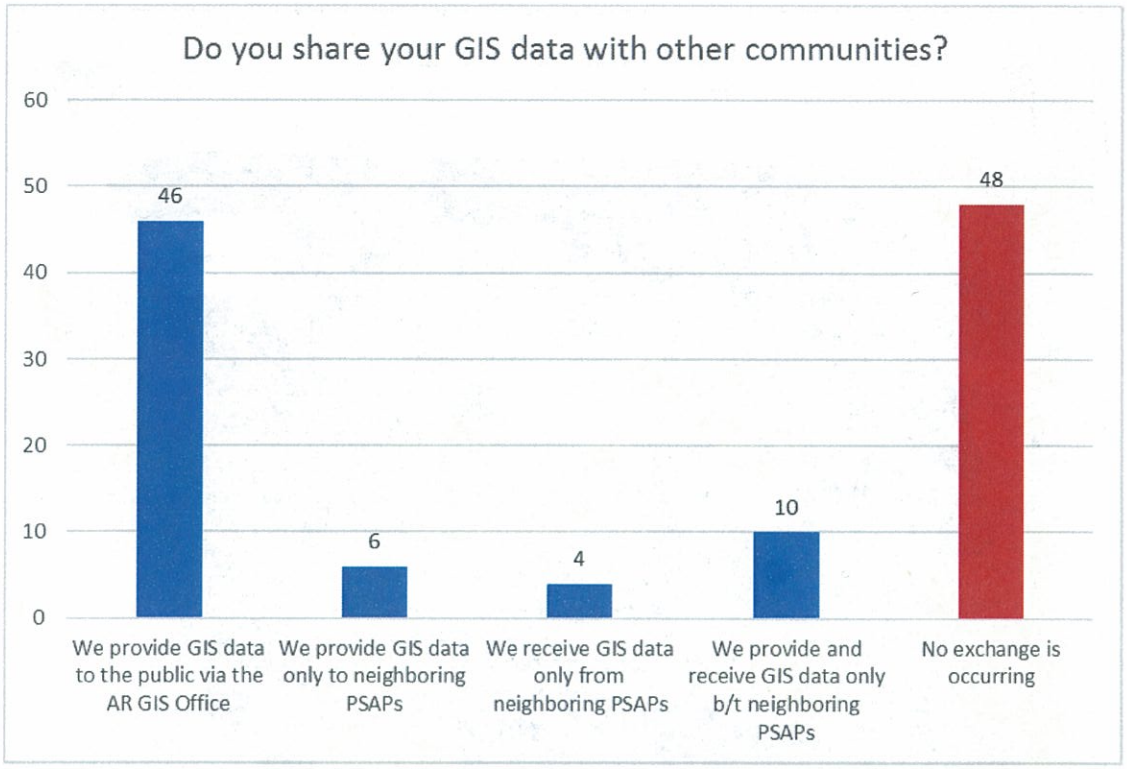


QUESTION: Is there an ordinance in place that specifies a standard process for assigning addresses and/or an address schema?



The map on the previous page and the graph above indicate a lack of standardization on the address assignment process. When there is a lack of coordination within a jurisdiction regarding address assignments, then lives are at risk.

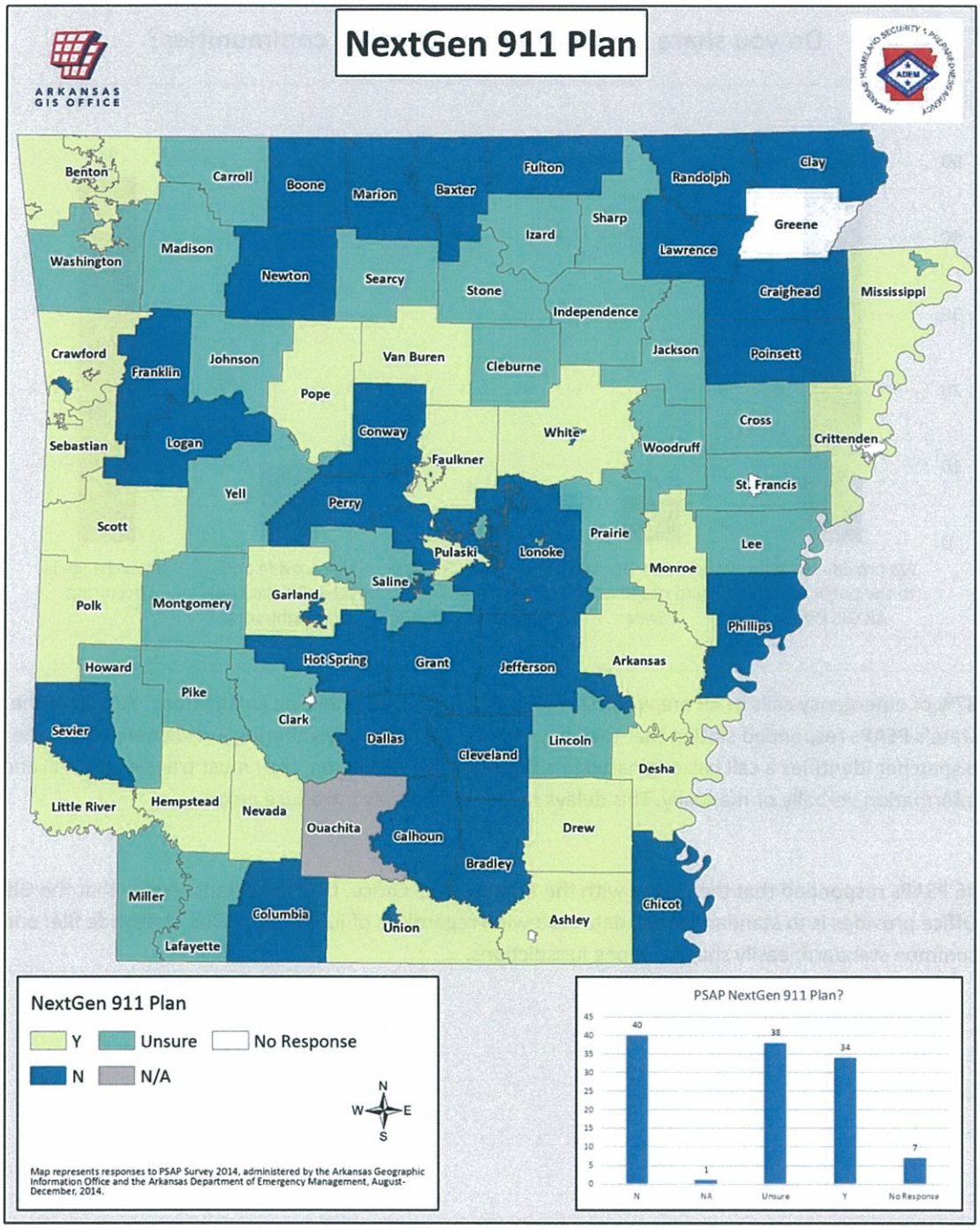
QUESTION: Do you currently share GIS data with other communities (Ex: via the Arkansas GIS Office, etc)?



87% of emergency calls in AR are wireless; many originate in neighboring jurisdictions. Yet, 48 of the state's PSAPs responded stating that they have no GIS data from neighboring jurisdictions. Once the dispatcher identifies a call has originated in a neighboring jurisdiction, they must transfer the call and information verbally or manually. This delays response and may introduce errors.

46 PSAPs responded that they share with the Arkansas GIS Office. One important service that the GIS Office provides is to standardize GIS data statewide regardless of jurisdiction. One statewide file; one common standard; easily shared among jurisdictions.

QUESTION: Does your PSAP have a plan for implementing Next Generation 911?



Only 34 PSAPs indicate a plan for NextGen 911. The remainder of the state has no plan or is unsure of a plan going forward.

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Renee Hoover, Administrator, Emergency Telephone Service Board

GLOSSARY

ADEM	Arkansas Department of Emergency Management
ALETA	Arkansas Law Enforcement Training Academy
ANI/ALI	Automatic Number Identification
APCO	Association of Public-Safety Communication Officers
APSBN	Arkansas Public Safety Broadband Network
CMRS	Commercial Mobile Radio Service
ETSB	Emergency Telephone Services Board
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FirstNet	First Responder Network Authority
GIO	Geographic Information Office
GIS	Geographic Information System
IC	Incident Command
IP	Internet protocol
ISO	International Organization for Standardization
NCMEC	National Center for Missing and Exploited Children
NENA	National Emergency Numbering Association
NG911	Next Generation 911
NIMS	National Incident Management System
NPSBN	Nationwide Public Safety Broadband Network
PSAP	Public Safety Answering Points
PST	Public Safety Telecommunicators
PTSD	Post-Traumatic Stress Disorder
VOIP	Voice over Internet Protocol