

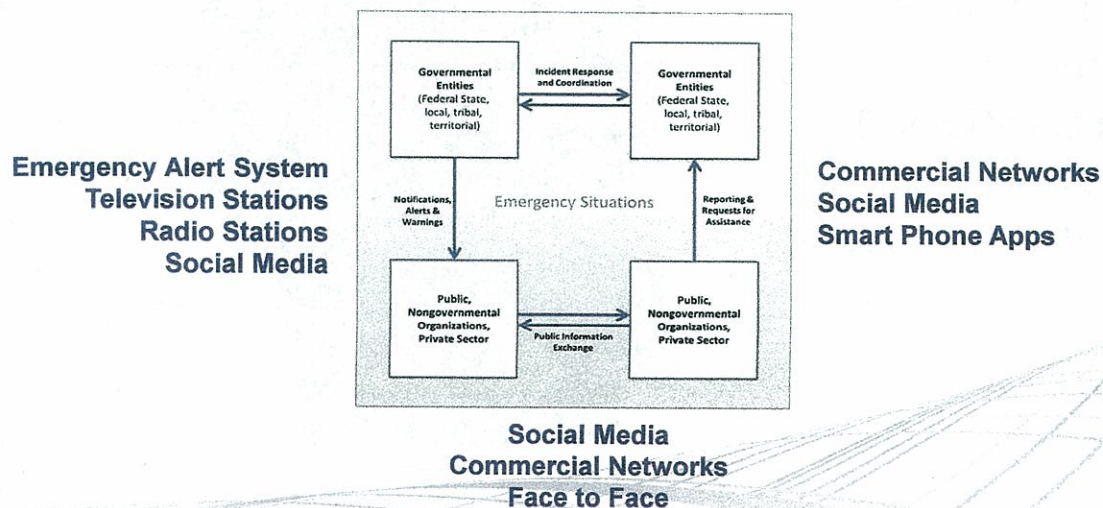
# HANDOUT 2

## Emergency Communications Update

*David Maxwell, Arkansas Department of Emergency Management  
Penny Rubow, Department of Information Systems  
September 21, 2015*

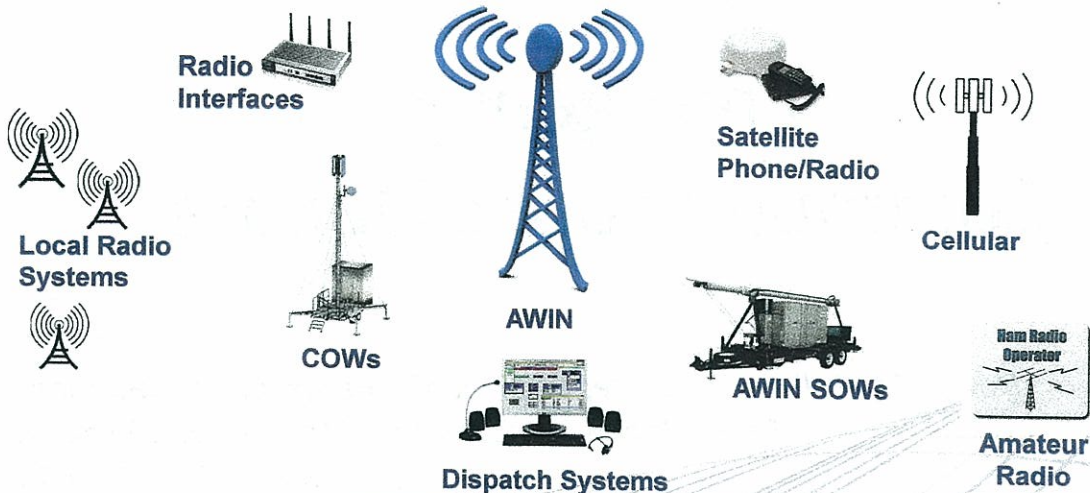
### Whole Community Approach

#### Emergency Communications Assets



# Emergency Communication Assets

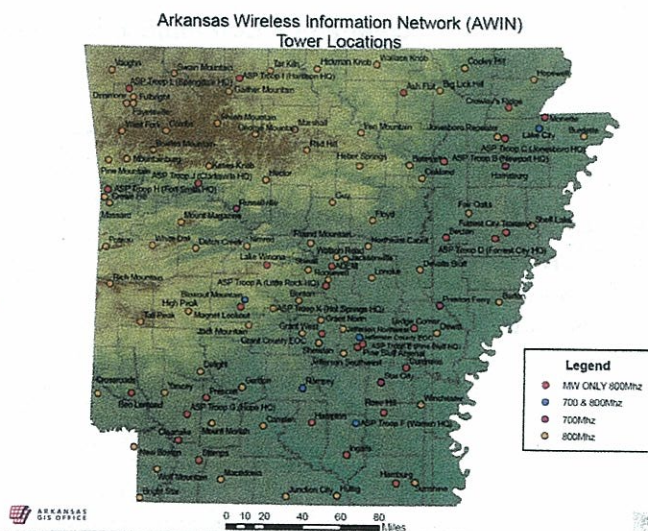
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DIS ARKANSAS.GOV



## Current Situation

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Zone Controllers: 3  
 Tower Sites: 108  
 Dispatch Locations: 37  
 Sites on Wheels: 3  
 System reliability: 99.94%

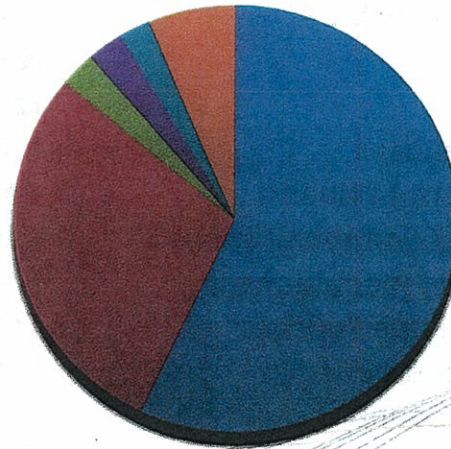




## AWIN Users by level of Government

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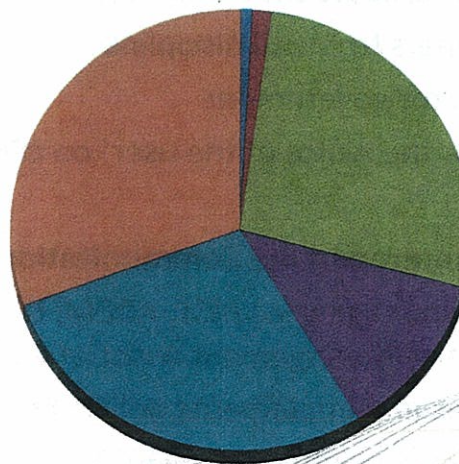
- City
- County
- Federal
- Other
- Private
- State



## AWIN Users by Discipline

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Arkansas.gov

- Education
- EMS
- Fire
- Hospital
- Law
- Other



## AWIN Users

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### **Largest number of Users**

City of Little Rock

- Police
- Fire
- City Services

Department of Health

- Trauma Communications
- Hospital Preparedness

Arkansas State Police

City of Fayetteville

Jefferson County

Sebastian County

City of Fort Smith

### **Highest Use (by transmissions)**

Little Rock Police

North Little Rock Police

Fayetteville Police

MEMS

Jonesboro Police

Jacksonville Police

Sherwood Police

Fort Smith Police

Pine Bluff Police

Sebastian County Sheriff

Faulkner County Sheriff

Texarkana Police

## AWIN Oversight

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- **Arkansas Interoperable Communications Committee**
  - Practitioners from all disciplines
  - All levels of government
  - Provides the 'voice of the user' on critical issues
- **Arkansas Interoperable Communications Executive Committee**
  - Stakeholder agencies (ASP, ADEM, DIS, ANG, DFA, Judges Association, Emergency Management Association, City of Little Rock)
  - Develops and implements policies and procedures for using AWIN
  - Provides oversight and guidance



## Roles and Responsibilities

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- **DIS - AWIN Operations**
  - Day to day operations of AWIN
  - Tier 2 help desk for AWIN users
  - Coordination of maintenance activities with vendors and Arkansas State Police
  - Frequency coordination
  - Disaster response (as requested)
  - User management (service requests, provisioning of radios)
- **Arkansas State Police**
  - Civil maintenance at tower locations (grass, weeding, fencing)
  - Structure maintenance (Buildings and doors)
  - Light electrical (grounding, generator repair and maintenance)
- **Motorola**
  - Infrastructure maintenance
- **Liebert**
  - UPS maintenance

## How is AWIN Used

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- **Dumas - 2007**
- **Ice Storm - 2008**
- **SOW support in Vilonia**
  - Mayflower
  - Vilonia
  - Albert Pike
  - Arkansas River Flooding – Chicot County
- **Daily Use**
  - Day – to – day operations
  - MAC for Search and Rescue
  - Multi-Agency Law Enforcement Missions

## Issues

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Issue 1 - Physical Infrastructure

Issue 2 – Electronics at End of Life

Issue 4 – Site Loading

Issue 5 – Budget and funding shortfall

## Future of Public Safety Communications

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**AWIN 2.0**



**FirstNet™**