

## MINUTES

SENATE AND HOUSE INTERIM COMMITTEES ON  
CITY, COUNTY, AND LOCAL AFFAIRS

JANUARY 8, 2019

The Senate and House Interim Committees on City, County, and Local Affairs met Tuesday, January 8, 2019 at 9:30 a.m. in Room B, MAC, Little Rock, Arkansas.

Committee members present: Senators Alan Clark, Co-Chair, Will Bond, Lance Eads, and Stephanie Flowers. Representatives Carol Dalby, Jana Della Rosa, David Fielding, Lanny Fite, Bob Johnson, Fredrick Love, Roger Lynch, Aaron Pilkington, Johnny Rye, Nelda Speaks, and former House Co-Chair, Representative Tim Lemons.

Other members present: Senators Bruce Maloch, Terry Rice, and Larry Teague. Representatives Jim Dotson, Kenneth Ferguson, Steve Hollowell, and Mark Perry.

**Call to Order**

Senator Clark called the meeting to order.

**Consideration of Motion for Approval of Minutes – December 13, 2018 [Exhibit C]**

A motion to approve the minutes of the December 13, 2018 committee meeting was made by Representative Love and seconded by Representative Bob Johnson. The motion carried.

**Discussion of 9-1-1 Systems, Public Safety Answering Points (PSAPs), and Next Generation (NG911) Project**

Senator Clark recognized Justin Vaughn, Public Sector-Shared Solutions, AT&T Services, Inc. Kansas City, Missouri and Brian Hawthorne, Tech Sales Consultant, AT&T. Senator Clark told committee members Mr. Vaughn was invited to provide information and answer questions members have been asking regarding the Next Generation 9-1-1 system (NextGen911), including cost estimates. Mr. Vaughn gave an overview of how the 911 systems evolved:

- The original 911 systems were designed around ten digit landline telephones in 1968
- The original design has since been replaced using Geo spatial data
- Phase Zero for 911 systems meant callers were connected to Public Safety Answering Points (PSAPs)
- Phase One for 911 systems meant dispatchers were able to obtain a call back number and a cell tower address within a few miles of the caller's location
- Phase Two for 911 systems in use today enable a dispatcher to obtain latitude and longitude coordinates of calls which pinpoints more accurately the caller's location

Mr. Vaughn explained routing 911 wireless used fake phone numbers for the wireless network because telephone companies do not have a database of cell phone numbers as was used for landline phones. He said AT&T holds data, address, and phone landline numbers, but the wireless network is completely different from landlines with different regulations. No one telephone company can own the phone numbers because users can now change wireless providers and keep their phone number. Very few landlines exist today, with the majority of telephone users using their mobile devices. The 911 world has been very slow to evolve and

is still using some of the technology dating back to its inception in 1968. He gave an example of the Centralized Automated Message Accounting (CAMA) trunks used between the originating end office (EO) and the selective router (SR) as well as between the SR and the PSAP. These CAMA trunks go into every PSAP in Arkansas, but have not existed as a telephone company product for over twenty (20) years. The 911 systems have not kept up with the technology changes occurring in the last five years, let alone in the last fifty years. Telephone companies however have had to move forward with today's technology. Many states across the country are moving toward replacing the CAMA trunks with Internet Protocol (IP) networks. Mr. Vaughn described AT&T's product, Emergency Services Internet Protocol Network, ESInet one of the components for NextGen911 systems. The two primary components that have to be deployed in the country start with an ESInet NextGen network for IP traffic to traverse instead of the old analog ten digit landline numbers. Additionally, the call handling systems in PSAPs have to be able to accept the new technology. NextGen 911 standards are being developed on a national level by the National Emergency Number Association (NENA) and at an international level by the Association of Public-Safety Communications Officials (APCO). Mr. Vaughn said networks will have to be able to transport new technologies and PSAPs will have to have the call handling equipment to accept the new technologies. He said there are PSAPs in Arkansas that are NextGen compliant with NextGen-ready equipment, but the majority of the PSAPs, many which are small, are not ready.

Committee members discussed the NextGen 911 system AT&T developed in the state of Kansas and the costs of an IP based NextGen 911 network. Mr. Vaughn said the two biggest initial costs of NextGen is call-handling equipment and a statewide ESI network to handle the traffic. Responding to questions, Mr. Vaughn said the ESI is the network underneath the 911 call routing, replacing the analog network. Kansas has a statewide 911 board, the Kansas Coordinating Council that makes the decisions for all of the state's PSAPs. The Council collects wireless funds and works directly with AT&T for the 911 Hosted Solutions service AT&T provides to the state. Kansas does not own any equipment, it is leased through a contract with AT&T who provides all the 911 service. AT&T keeps the equipment up-to-date as part of the package from the phone company. The PSAPs are responsible for their dispatchers and payments are made to AT&T on a monthly basis. Mr. Vaughn said there are fifteen members on the Kansas Coordinating Council; the State 911 Director, an AT&T representative, two state employees, and representatives of PSAPs based on the population their PSAP serves. Committee members asked how AT&T obtained the contract to serve the state of Kansas. Mr. Vaughn said that AT&T responded to a Request for Proposal (RFP) by the Kansas Coordinating Council and was awarded a ten-year contract. They are currently in the fourth year of the ten-year contract. Questions were asked concerning the number of telephone companies who are able to provide this type of service. Mr. Vaughn said there are other companies with similar capabilities, but AT&T is currently the only company with a nationwide network.

The committee members discussed consolidation of PSAPs in Arkansas, the current costs of 911 service compared to AT&T providing a statewide Hosted Solutions service using the Kansas model. Mr. Vaughn said the ESI network cost is typically based on population numbers. The costs in Arkansas would be approximately \$2.00 per person annually based on the 2010 census numbers of the state's population of three million residents. Mr. Vaughn said the primary costs for the NextGen 911 system is based on database records, selective routers, 911 CAMA trunks, and call-handling equipment. After further discussion, a motion was made by Representative Speaks and seconded by Representative Rye to request the Bureau of Legislative Research obtain the costs for each of the components Mr. Vaughn described for each PSAP in Arkansas. The motion carried.

There being no further business, the meeting adjourned at 11:30 a.m.