

When Seconds Count

The 911 System in Arkansas

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Incidents and Disasters are Local

- First 911 call can be key to appropriate resources/responders
- (Leaking rail car, number of victims in car accident, type of weapons present in disturbance)



State NG9-1-1 Working Group

- Arkansas Department of Emergency Management
- Office of Emergency Communications (Department of Homeland Security)
- Stakeholders (technical specialists (ARGIS, ETSB), 911 center managers, county and city officials, emergency managers)
- Conference calls biweekly for several months
- In-person meetings at beginning and final revision

NG9-1-1 Plan Executive Summary

- Standardized training and procedures
- Surcharge increase
- ESINet
- Interoperability
- Reform

Total Connections	Cost per Connection	Total Monthly	Total Annual
127	\$15,000	\$1,905,000	\$22,860,000
110	\$15,000	\$1,650,000	\$19,800,000
100	\$15,000	\$1,500,000	\$18,000,000
90	\$15,000	\$1,350,000	\$16,200,000

Arkansas 911

- Since the 1980s, we have seen massive innovation in communication technology resulting in wireless cellphones, Voice over Internet Protocol (VoIP), SMS, and video capabilities.

- The current E911 system was never designed to receive calls and data from these new and emerging technologies
- In 1998, Phase I E911 was mandated by the FCC
- Arkansas had just started implementing Phase I E911 in 2001 when Phase II E911 was mandated
- It took 10 years for every public safety answering point (PSAP) in Arkansas to implement Phase II E911
- Due to a lack of state level direction, there was no assertiveness at the local level to implement Phase II in a timely manner

Pillars of NG9-1-1

1. Technology
2. NG9-1-1 Implementation Agency or Board
3. Consolidation
4. Funding

Technology

- The current legacy network was originally built to only receive landline phone calls
- The platform NG9-1-1 connects to is an Emergency Services IP Network (ESINet)
 - This is the infrastructure Arkansas needs to implement NG9-1-1
- This technology will allow for interoperability between all PSAPs
 - Allows for faster data to the PSAP and more accurate information to first responders

NG9-1-1 Implementation Agency or Board

- Arkansas does not have a state agency or state 911 board responsible for the implementation of NG9-1-1 on a statewide basis.
 - At present, responsibilities that are typically housed within such a statewide agency or state 911 board are shared amongst ADEM, the ETSB, and DF&A
- States that are moving ahead with NG9-1-1 implementation are finding that adopting a statewide approach is more affordable and provides greater interoperability than implementing on a PSAP-by-PSAP piecemeal approach
- Every state that has successfully implemented NG9-1-1 has had direction from a state agency or state 911 board that coordinates communication and technology for PSAPs

Consolidation

- There are currently 127 PSAPs operating within the state of Arkansas with as many as 6 PSAPs in a single county
- When an Arkansan dials 911 they expect to be routed to the proper jurisdiction
- Transferring calls multiple times within a single county takes away valuable time

Funding

- The Arkansas 911 system was intended to be self funded
- Currently, the counties and cities in the state are supplementing 911 by over \$20 million dollars
- The amount of money being supplemented each year continues to grow and is unsustainable
- Arkansas's 911 surcharge on cell phones is currently one of the lowest in the country
- Absent an increase in funding, the inefficiencies in today's 911 system will continue to grow and have a drastic effect on Arkansans

State of Indiana NG911 Contract (2015)

Arkansas

Total Connections	96 PSAPs	127 PSAPs
2015 Population	6.6M	3M
Total Square Miles	35,826	53,179
Total NG911 Cost	\$14.5M	\$22.86M
Total Monthly Recurring	\$1,208,333	\$1,905,000
NG Cost per Connection	\$12,587	\$15,000

Call Statistics

- In 2015, there were approximately 2,345,304 911 calls placed in Arkansas
 - 90% of those calls were made using a cell phone
 - 10% of those calls were made from landlines
- Craighead County (population – 96,443) has 1 PSAP that handled over 70,000 calls in 2015
- Lonoke County (population – 68,356) has 6 PSAPs, three of which took less than 3,000 calls in 2015

Thank you for being here today

Any Questions?