

# Welcome Blue Ribbon Committee



# INTRODUCTIONS

Jonesboro E-911 Director Jeff Presley



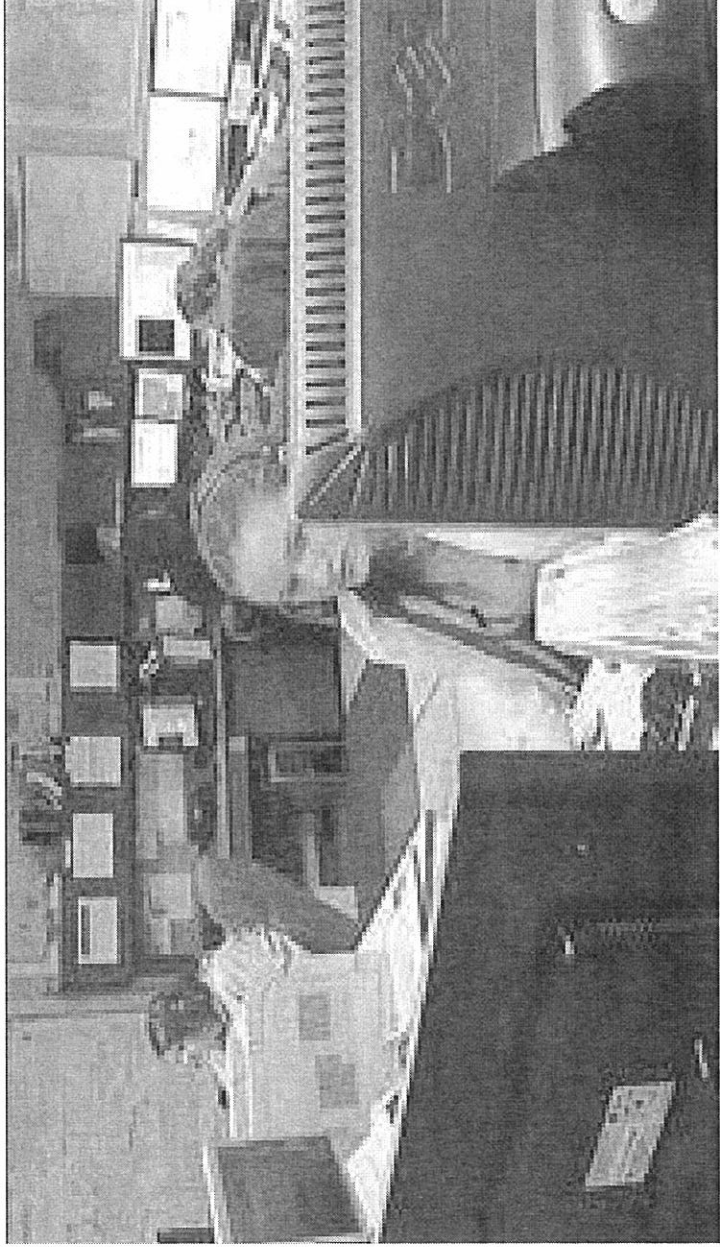
- \*NIMS
- \*FEMA
- \*DHS
- \*NCMEC
- \*ACIC/NCIC
- \*ALETA

- ❖ The nation's 911 system is 50 years old (with little change)
- ❖ The Technology, regulations and funding are based on technology that existed at the time 911 was first implemented during the late 1960's
- ❖ Cell phone tracking and call recordings for FOI and court
- ❖ 911 professionals seek a smooth, reliable and cost-effective 911 system
- ❖ Take advantage of new communications technology to enhance public safety nationwide

[www.911.gov](http://www.911.gov)

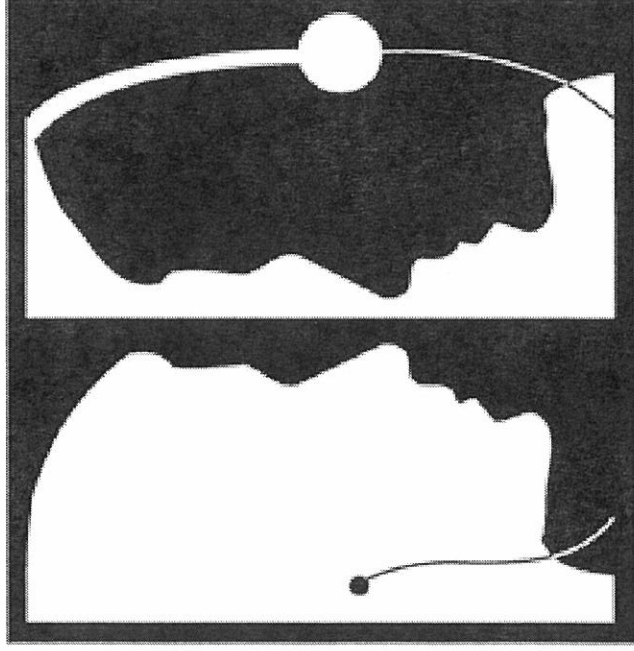


# Classifications of E911 Centers



**LEVEL 1**  
**Jonesboro**

**PSAP**



**Audio Companion**

## PSAP (Public Safety Answering Point)

- Jonesboro E911 is a primary Level 1 PSAP.
- Answers and dispatches calls for all of Craighead County
- Dispatchers have at least a 3 month training period
- All dispatchers are NIMS 100 & 200, ACIC and CPR certified
- 4 console dispatch stations and 1 call taker station
- Work mobile command
- 3 in-house trainers for the state's minimum standards

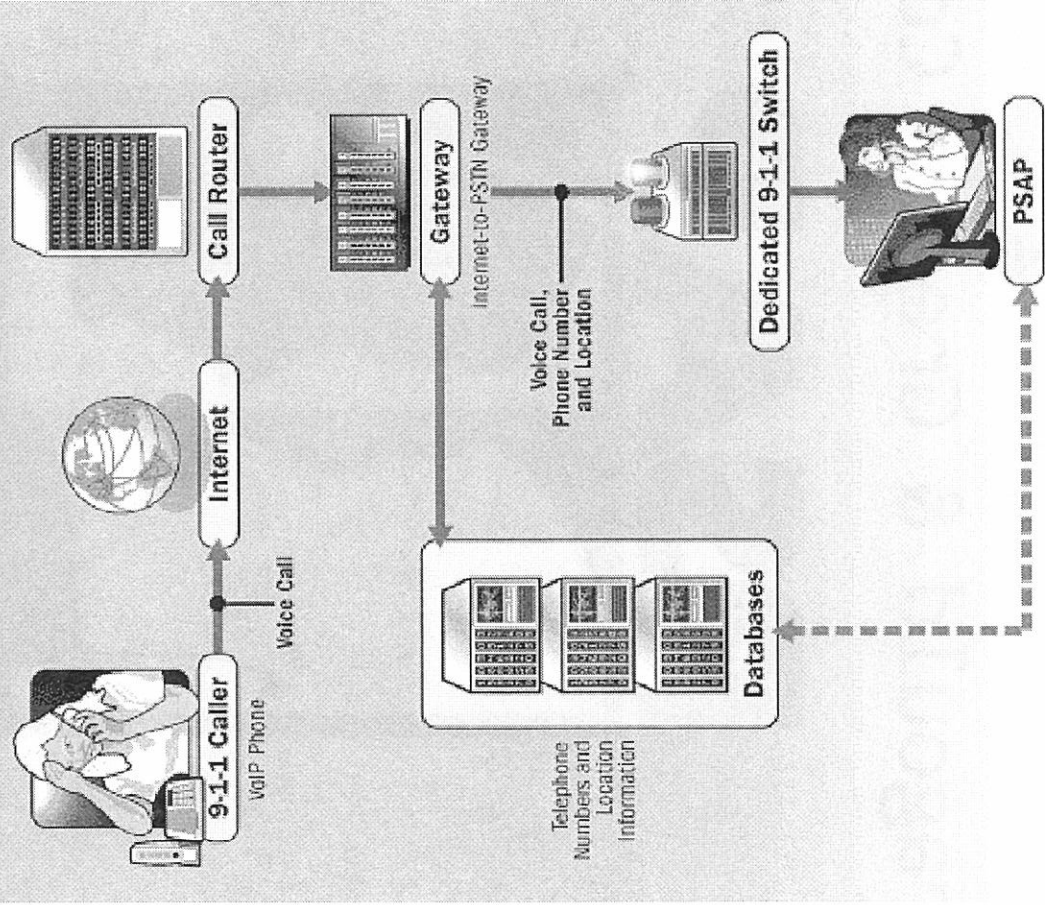
- Level 1 Communication Centers are the main PSAP for the county
- All calls come into that center
- All calls are dispatched through that center
- The center is under the direction of a 911 Coordinator

Calls by Type December-2013	This Month	This Month Last Year	YTD	Last YTD	Change By Month	Change YTD
Land Line E911	890	793	9,573	9,358	12%	2%
Cell Phone E911	4,428	4,207	52,468	49,838	5%	5%
Admin Lines-non emer	14,407	14,780	173,869	196,979	-3%	-12%
<b>TOTALS</b>	<b>19,725</b>	<b>19,780</b>	<b>235,910</b>	<b>256,175</b>	<b>0%</b>	<b>-8%</b>
<b>Calls by Agency</b>	<b>This Month</b>	<b>This Month Last Year</b>	<b>YTD</b>	<b>Last YTD</b>	<b>Change By Month</b>	<b>Change YTD</b>
Jonesboro PD Calls	6,262	6,485	81,900	82,870	-3%	-1%
Craighead Cty Sheriff	1,212	1,202	15,793	14,985	1%	5%
Jonesboro Fire Dpt - dispatch	206	216	2,371	2,631	-5%	-10%
Jonesboro Fire Dpt - Med Asst	172	144	1,714	1,484	19%	15%
Craighead Cty - Fire	34	36	494	746	-6%	-34%
Craighead Cty - 1st Responder	113	124	1,166	1,230	-9%	-5%
Emerson Ambulance	309	309	3,463	3,656	0%	-5%
Medic One	333	320	3,813	3,579	4%	7%
Air Evac	0	0	5	9	#DIV/0!	-44%
Coroner	3	8	39	42	-63%	-7%
ARK State Police	13	10	123	155	30%	-21%
Jonesboro Animal Control	4	1	48	23	300%	109%
Wreckers Called	200	189	2,215	2,087	6%	6%
<b>TOTALS</b>	<b>8,861</b>	<b>9,044</b>	<b>113,144</b>	<b>113,497</b>	<b>-2%</b>	<b>0%</b>
<b>Calls by Municipality</b>	<b>This Month</b>	<b>This Month Last Year</b>	<b>YTD</b>	<b>Last YTD</b>	<b>Change By Month</b>	<b>Change YTD</b>
Bay PD	67	104	1417	1468	-36%	-3%
Bono PD	258	267	3255	3266	-3%	0%
Brookland PD	122	156	1799	2002	-22%	-10%
Caraway PD	67	51	860	1408	31%	-39%
Cash PD	119	20	1043	235	495%	344%
Egypt PD	8	1	160	76	700%	111%
Lake City PD	91	98	1512	1588	-7%	-5%
Monette PD	140	159	1628	1915	-12%	-15%
<b>TOTALS</b>	<b>872</b>	<b>856</b>	<b>11,674</b>	<b>11,958</b>	<b>2%</b>	<b>-2%</b>



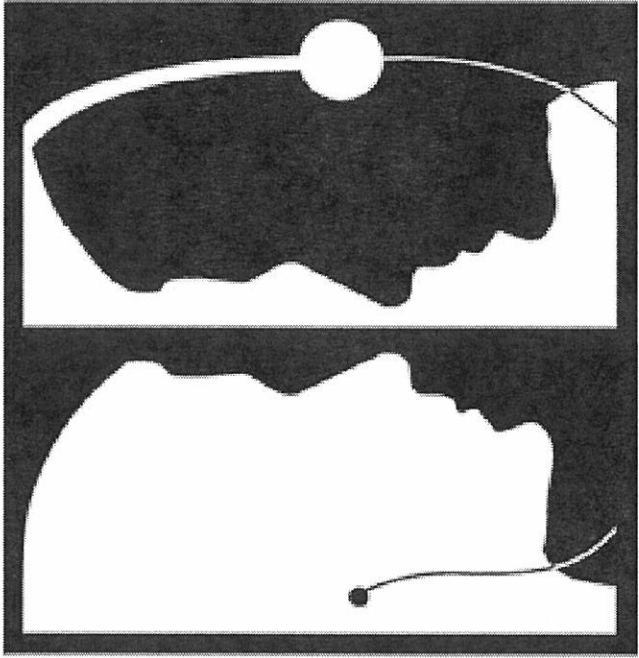
# How 9-1-1 Works VoIP 9-1-1

© 2006 HowStuffWorks



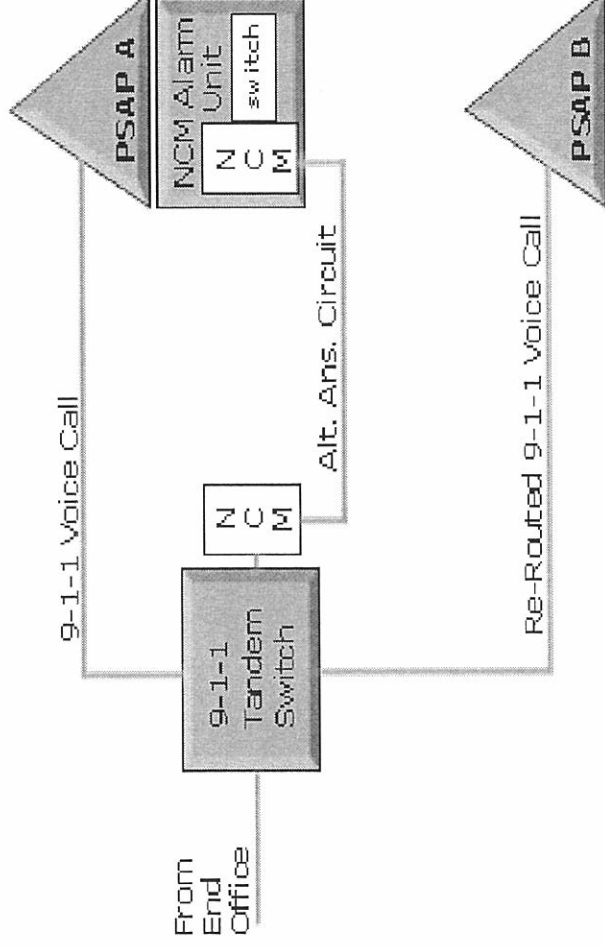
**LEVEL 2**  
**Paragould & Greene County**

**PSAP**



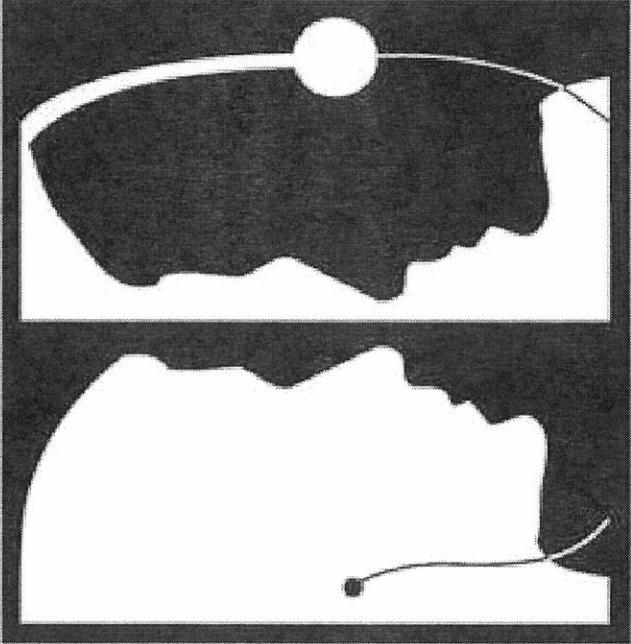
**Audio Companion**

1. One agency is designated as a primary PSAP
2. Transfers calls to appropriate agency
3. Usually under the director of the Sheriff's Office or Police Chief



**LEVEL 3  
ASU & ASP**

**PSAP**



**Audio Companion**

- Basically a Call Center
- No 911 calls are received
- Dispatches calls
- Usually has 1 and sometimes 2 dispatchers

**Interactions with  
our citizens**

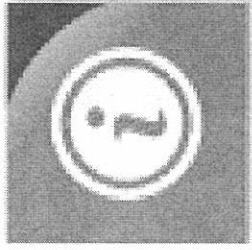
# NIXLE

A dark, stormy background with lightning bolts. The word "nixle" is written in a large, white, outlined font. Below it, the text "Emergency Alerts" is written in a smaller, white, sans-serif font, followed by "by email or text message" in an even smaller font. At the bottom, there is a white rounded rectangle containing the text "Sign up today »".

**nixle**  
Emergency Alerts  
by email or text message

Sign up today »

# SMART 911 SYSTEM



**Smart911**  
Protecting Millions of Lives


Create Your Safety Profile

[www.smart911.com](http://www.smart911.com)






# TEXT-TO-911



**JONESBORO TEXT 911**  
Add 870-882-0911 to your cell phone  
for emergency help via text



This is a secondary path to 911.  
Calling 911 is to be used if at all possible.

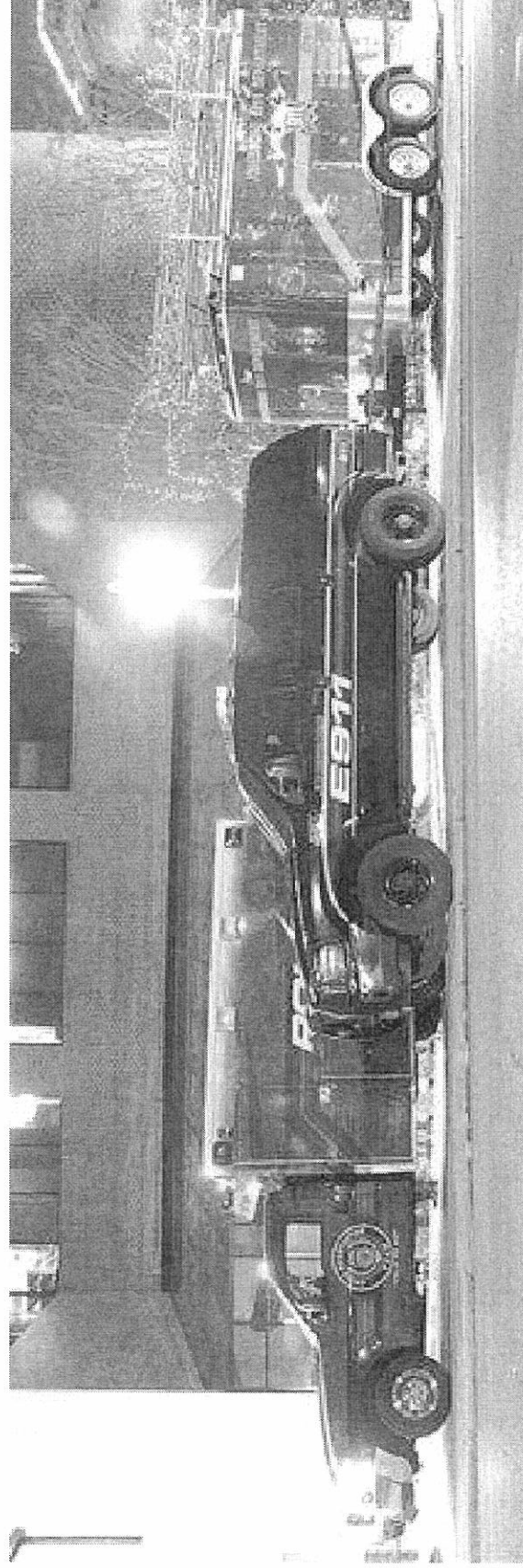


# STORM SHELTER REGISTRY

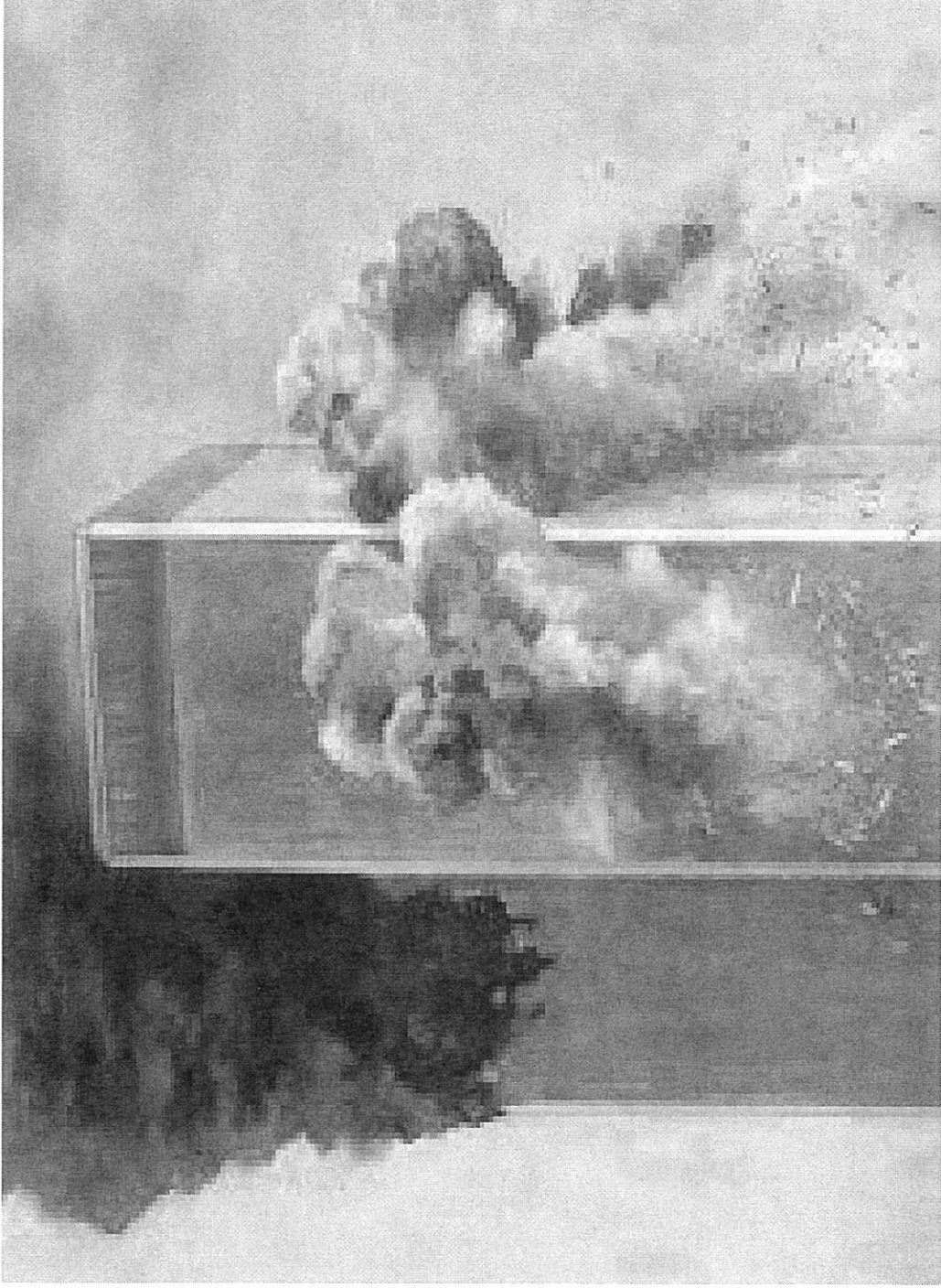


# Mutual Aid

# TRAINING EXERCISES AND AGREEMENTS

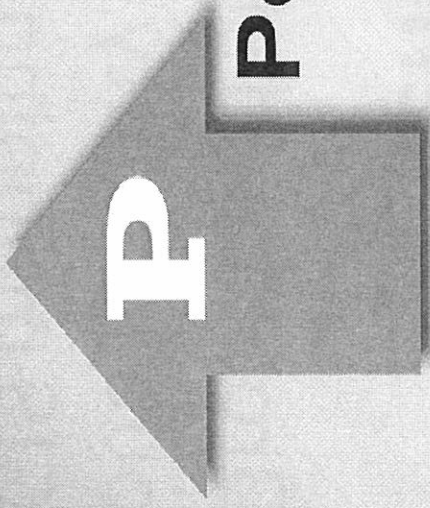


**What changed  
in the training of  
911???**



September 11, 2001 .....The World Trade Center.....A day we will never forget.

# ENHANCED SERVICES



**Positive Change**

# Some positive notes for 911 centers include:

1. Broadband study dedicated coverage for public safety
2. GIS mapping for the state
3. Minimum standard training for dispatchers statewide
4. Upgrades to cell coverage in the state



Technology upgrades to 911, as well as funding issues, may require changes to existing laws, regulations and tariffs that specifically reference older technologies or system capabilities that might inhibit the implementation of advanced technologies. These issues include, for example:

1. Collection and eligible use of 911 funds
2. State 911 program authority
3. 911 System definition, technology and interconnection requirements
4. Rules concerning access and sharing of 911 related databases
5. Rules concerning which devices and services may connect to 911
6. Privacy issues
7. And many others

“A national plan for migrating to IP-enabled 911 Systems” has identified several options for funding, governance and policy issues:

1. Ensure that IP-enabled 911 upgrades are considered a fiscal priority for State and local jurisdictions and Federal grant programs.
2. Change outdated funding mechanisms to be more technology-neutral
3. Ensure that 911 funds are preserved for 911
4. Consider developing model legislation that would address updating regulation, legislation and other policies to reflect modern communications and IP-enabled 911 systems capabilities.



**Questions, Comments or Concerns,  
please feel free to contact me.**

**Jeff L. Presley**

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