

ARKANSAS 911 BOARD



ANNUAL LEGISLATIVE REPORT

Calendar Year 2021



A.J. GARY
CHAIRMAN

STATE OF ARKANSAS
ARKANSAS 911 BOARD

C.J. ENGEL
EXECUTIVE DIRECTOR

January 20, 2022

Governor Hutchinson and Arkansas Legislators:

As Executive Director of the Arkansas 911 Board, I am providing the board's annual report for calendar year 2021. In alignment with the Public Safety Act of 2019, Code 12-10-305, the board is to provide the Governor and Legislative Council with data detailing Arkansas' 911 status and activities.

This past year was the Arkansas 911 Board's second full year in operation and a productive year for the future of 911 in our state. In 2021, the board began its process of migrating towards NG911 capabilities by procuring a statewide Emergency Services IP Network (ESInet) and developed its PSAP funding and consolidation plan by January 1, 2022 as required.

This report includes the Board's revenues and expenditures for January 1 – December 31, 2021, a breakdown of PSAP distributions for 2021 and reported expenses for 2020, and the board's status on projects required within Act 660.

The board looks forward to continuing to address the needs of and support public safety answering points (PSAPs) operated by Arkansas counties and cities throughout the state.

Please contact me at (501) 375-9911 or AR911Board@adem.arkansas.gov if you have any questions or would like additional information regarding the Arkansas 911 Board.

Sincerely,

A handwritten signature in black ink that reads 'C.J. Engel'.

C.J. Engel, Executive Director
Arkansas 911 Board

ARKANSAS 911 BOARD • P.O. BOX 34075 • LITTLE ROCK, AR 72203
www.911board.arkansas.gov

Arkansas 911 Board

Act 660, the Public Safety Act of 2019 (the Act), replaced the Emergency Telephone Services Board (ETSB) with the Arkansas 911 Board (the Board) to support the overall vision and maintenance of 911 systems across Arkansas.

The Board consists of twelve members representing local and state public safety, private industry, elected officials, and state services across the State of Arkansas and meets monthly. Board members serving as of December 31, 2021 are:

Appointed through Act 660:

- 12-10-305 (a)(1)(A) – A.J. Gary, Director, Arkansas Division of Emergency Management, 911 Board Chair
- 12-10-305 (a)(1)(B) – Skot Covert, Designee, Office of Auditor of State
- 12-10-305 (a)(1)(C) – Shelby Johnson, State Geographic Information Officer, Arkansas GIS

Appointed by Arkansas Association of Counties:

- 12-10-305 (a)(1)(D) – Rusty McMillon, Greene County Judge

Appointed by Arkansas Municipal League:

- 12-10-305 (a)(1)(E) – Doug Sprouse, Mayor, City of Springdale

Appointed by Speaker of the House of Representatives:

- 12-10-305 (a)(1)(F) – Brian Presley, 911 Coordinator, Independence County

Appointed by President Pro Tempore of the Senate:

- 12-10-305 (a)(1)(G) – Bo Robertson, Director, Garland County Department of Emergency Management

Appointed by the Arkansas Association of Chiefs of Police:

- 12-10-305 (a)(1)(H) – Danny Baker, Police Chief, City of Fort Smith

Appointed by the Governor:

- 12-10-305 (a)(1)(I)(i) – Robert McGowen, Administrator of Public Safety, Benton County
- 12-10-305 (a)(1)(I)(ii) – Rodney Wright, Saline County Sheriff
- 12-10-305 (a)(1)(I)(iii) – Jamie Pafford-Gresham, Pafford EMS
- 12-10-305 (a)(1)(I)(iv) – Tommy Sizemore, Fire Chief, City of Barling

Emergency Communication Centers (ECC)

A public safety answering point (PSAP) is the location at which all (wireless, wireline, VoIP, etc.) of 911 communications are initially answered in the State of Arkansas. A PSAP is operated on a twenty-four hour basis and dispatches a minimum of two (2) public safety agencies such as police, fire, or emergency medical services.

As of December 31, 2021, there are 100 PSAPs operating in Arkansas and currently receiving funding from the Board. Local jurisdictions are fully responsible for the oversight and operation of their PSAPs and are the governing authorities of those PSAPs. Currently PSAPs in Arkansas are operating at the following levels of government:

- Municipalities or Cities: 25
- County: 75

Arkansas PSAPs reported receiving a total of 1,901,063 calls on 911 lines (wireline, wireless, and VoIP combined) between January 1 and December 31, 2020, while employing 1,094 full-time and 171 part-time public safety telecommunicators.

A dispatch center or in some cases known as a Secondary PSAP, receives 911 calls through method of transfer by PSAPs from where the call originates. There are more than 35 known dispatch centers operating across the state but do not receive funding from the Board.

Based on the reported expenses from January 1 – December 31, 2020, through the annual PSAP reporting process, the total cost locally to provide 911 services in Arkansas is \$69,413,278.29 not including the cost for dispatch centers to operate. From January 1 – December 31, 2021, the Board distributed \$43,516,064.78 to PSAPs to assist with these costs. The reported expenses broken down by PSAP can be found in Table A: 2020 Reported Expenses by PSAP.

Table A: 2020 Reported Expenses by PSAP

COUNTY PSAP	CITY PSAP	2020 REPORTED EXPENSES
ARKANSAS		\$218,994.74
ASHLEY		\$603,825.58
BAXTER		\$685,256.18
BENTON		\$3,063,611.13
	BENTONVILLE	\$1,414,778.13
	ROGERS	\$1,442,446.94
	SILOAM SPRINGS	\$677,476.45
BOONE		\$535,654.18
BRADLEY		\$135,575.07
CALHOUN		\$319,042.05
CARROLL		\$610,540.90
CHICOT		\$298,787.36
CLARK		\$674,277.00
CLAY		\$256,127.08
CLEBURNE		\$555,743.28
CLEVELAND		\$257,216.57
COLUMBIA		\$369,440.46

CONWAY		\$522,740.54
CRAIGHEAD		\$1,292,884.45
CRAWFORD		\$1,249,648.86
CRITTENDEN		\$640,180.43
	WEST MEMPHIS	\$581,743.04
CROSS		\$243,627.75
DALLAS		\$380,437.16
DESHA		\$194,889.35
DREW		\$197,889.35
FAULKNER		\$655,991.96
	CONWAY	\$1,141,939.03
FRANKLIN		\$415,041.85
FULTON		\$178,328.93
GARLAND		\$2,657,525.03
GRANT		\$645,188.95
GREENE		\$1,106,919.44
HEMPSTEAD		\$461,341.44
HOT SPRING		\$543,196.70
HOWARD		\$664,079.88
INDEPENDENCE		\$717,032.52
IZARD		\$312,968.13
JACKSON		\$340,739.55

JEFFERSON		\$1,907,763.98
JOHNSON		\$384,145.95
LAFAYETTE		\$305,231.75
LAWRENCE		\$440,256.78
LEE		\$122,350.00
LINCOLN		\$317,684.91
LITTLE RIVER		\$273,241.58
LOGAN		\$414,022.98
LONOKE		\$742,922.95
MADISON		\$305,942.00
MARION		\$433,517.13
MILLER		\$248,234.78
	TEXARKANA	\$2,896,390.00
MISSISSIPPI		\$371,695.12
MONROE		\$494,044.62
MONTGOMERY		\$177,967.50
NEVADA		\$278,379.00
NEWTON		\$92,360.70
OUACHITA		\$621,519.28
PERRY		\$384,465.62
PHILLIPS		\$208,907.54
PIKE		\$351,854.37
POINSETT		\$282,100.99

POLK		\$307,609.98
POPE		\$1,749,871.92
PRAIRIE		\$253,165.67
PULASKI		\$525,543.66
	JACKSONVILLE	\$794,487.88
	LITTLE ROCK	\$6,583,445.82
	MAUMELLE	\$427,597.32
	NORTH LITTLE ROCK	\$2,244,899.83
	SHERWOOD	\$800,141.20
RANDOLPH		\$383,358.57
SALINE		\$1,846,365.13
	BENTON	\$1,253,513.34
	BRYANT	\$614,923.88
SCOTT		\$301,648.45
SEARCY		\$166,894.84
SEBASTIAN		\$526,744.68
	FORT SMITH	\$1,483,245.84
SEVIER		\$283,572.10
SHARP		\$324,196.17
STONE		\$338,970.62
ST. FRANCIS		\$308,941.42
UNION		\$643,715.81
	EL DORADO	\$360,451.05

VAN BUREN		\$426,139.22
WASHINGTON		\$1,056,323.51
	FAYETTEVILLE	\$1,470,145.96
	SPRINGDALE	\$1,526,968.16
WHITE		\$767,959.14
	SEARCY	\$746,352.26
WOODRUFF		\$221,485.14
YELL		\$405,643.17
TOTAL		\$69,413,278.29

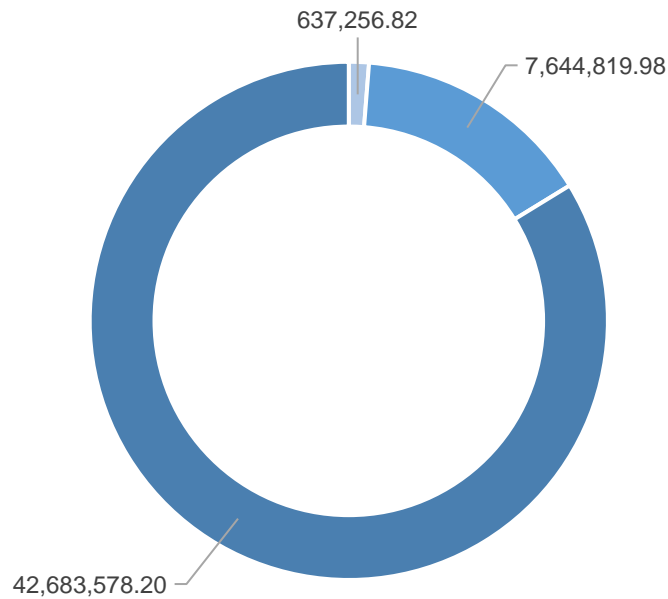
The Act established the Arkansas Public Safety Trust Fund (APSTF), overseen by the Arkansas Division of Emergency Management, to receive the public safety charges collected under subdivisions (b)(1)(A) - (C) of Section 4. 12-10-318. The APSTF receives monthly remittances of the collected commercial mobile radio service (wireless), voice over internet protocol (VoIP), and nontraditional telephone public safety charges in an amount of one dollar and thirty cents (\$1.30) per month per connection in Arkansas. Additionally, the Department of Finance and Administration (DFA) collects and remits to the APSTF, public safety charges equal to ten percent (10%) of the value of prepaid wireless services collected from sellers of prepaid wireless services in Arkansas.

With funds received, the APSTF remits up to sixty-two thousand five hundred dollars (\$62,500) to the Arkansas Commission on Law Enforcement Standards and Training and up to two million dollars (\$2,000,000) to the Arkansas Wireless Information Network (AWIN) quarterly. Up to fourteen thousand dollars (\$14,000) per month are retained to provide administrative support for the APSTF. Each month once these distributions are satisfied, the remaining funds are transferred to the Arkansas 911 Board from the APSTF.

The Act requires the Arkansas 911 Board to distribute not less than eighty-three and seventy-five-hundredths percent (83.75%) of the total monthly revenues on a population basis to each public safety answering point. Not more than fifteen percent (15%) of the total revenues may be used for statewide next-generation 911 infrastructure and equipment reimbursement to PSAPs. Not more than one and one-fourth percent (1.25%) of the revenues may be used by the Board for administrative expenses.

Revenues received from the APSTF and expenditures by the Board in 2021 were allocated as represented in the following charts.

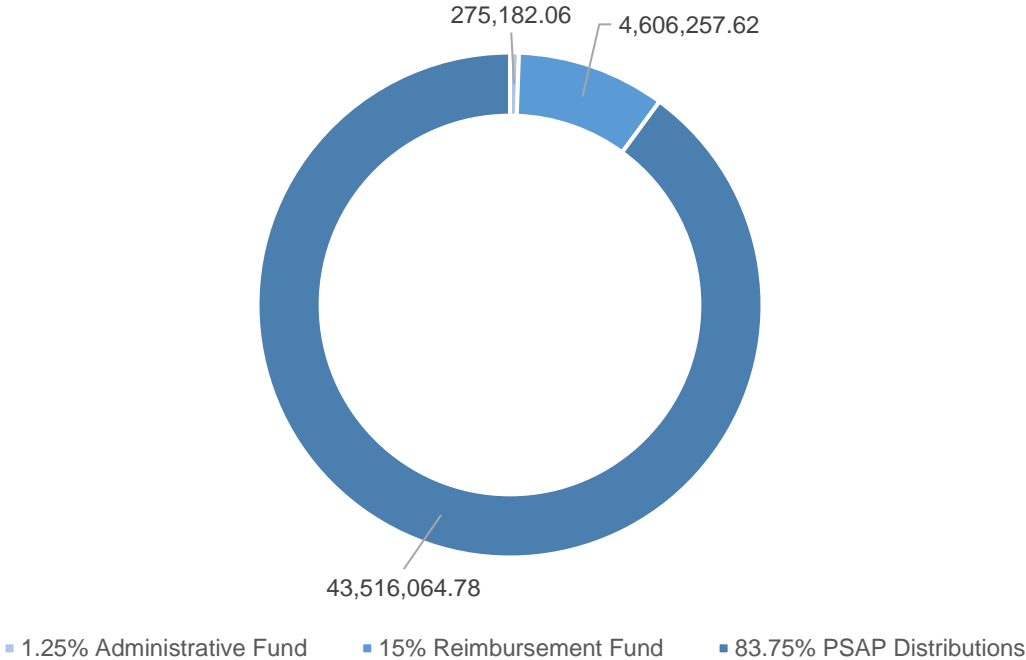
Arkansas 911 Board 2021 Revenues



■ 1.25% Administrative Fund
 ■ 15% Reimbursement Fund
 ■ 83.75% PSAP Distribution Fund

Jan - Dec 21	
▼ Income	
▼ GROSS AETS CARRIER RECEIPTS	
1.25% ADMINISTRATIVE FUNDS	637,256.82
15% REIMBURSEMENT FUND	7,644,819.98
83.75% PSAP DIST. RECEIPT	42,683,578.20
Total GROSS AETS CARRIER RECEIP...	<u>50,965,655.00</u>

Arkansas 911 Board 2021 Expenses



Expense	
▶ 1.25% ADMINISTRATIVE EXPENSES	275,182.06
▶ 15% REIMBURSEMENT FUND ▶	4,606,257.62 ◀
83.75% PSAP DISTRIBUTIONS	43,516,064.78
Total Expense	<u>48,397,504.46</u>

▼ Expense	
83.75% PSAP DISTRIBUTIONS	43,516,064.78
Total Expense	<u>43,516,064.78</u>

▼ Expense	
▼ 15% REIMBURSEMENT FUND	
CPE UPGRADES	122,152.22
MAINTENANCE REIMBURSEMENT	1,559,618.91
NG911 CONSULTING SERVICES	183,218.85
▼ PROVIDER PAYMENTS	
RECURRING	2,741,267.64
Total PROVIDER PAYMENTS	<u>2,741,267.64</u>
Total 15% REIMBURSEMENT FUND	<u>4,606,257.62</u>
Total Expense	<u>4,606,257.62</u>

▼ Expense	
▼ 1.25% ADMINISTRATIVE EXPENSES	
AUDITORS	8,900.00
CONTRACT LABOR	113,325.00
MISCELLANEOUS	3,480.30
OFFICE SUPPLIES	1,306.47
PROFESSIONAL FEES	134,361.18
RENT	4,152.43
TELEPHONE	474.37
▼ TRAVEL	
AIRFARE / PARKING / SHUTTLE	1,862.74
LODGING	3,021.65
MEALS	239.00
MILEAGE	4,058.92
Total TRAVEL	<u>9,182.31</u>
Total 1.25% ADMINISTRATIVE EXPENS...	<u>275,182.06</u>
Total Expense	<u>275,182.06</u>

Table B: 2021 Distribution of 911 Fees by PSAP

COUNTY PSAP	CITY PSAP	2021 DISTRIBUTION
ARKANSAS		\$283,832.41
ASHLEY		\$326,125.96
BAXTER		\$619,524.41
BENTON		\$1,716,739.13
	BENTONVILLE	\$526,818.87
	ROGERS	\$835,185.71
	SILOAM SPRINGS	\$224,436.38
BOONE		\$550,726.52
BRADLEY		\$171,741.06
CALHOUN		\$80,110.01
CARROLL		\$409,593.79
CHICOT		\$176,098.76
CLARK		\$343,168.74
CLAY		\$240,016.65
CLEBURNE		\$387,566.53
CLEVELAND		\$129,671.37
COLUMBIA		\$366,404.81

CONWAY		\$317,470.27
CRAIGHEAD		\$1,439,279.10
CRAWFORD		\$924,488.68
CRITTENDEN		\$367,971.80
	WEST MEMPHIS	\$391,670.52
CROSS		\$266,685.16
DALLAS		\$121,120.14
DESHA		\$194,126.50
DREW		\$276,221.37
FAULKNER		\$810,785.59
	CONWAY	\$879,120.87
FRANKLIN		\$270,490.70
FULTON		\$182,739.77
GARLAND		\$1,433,026.10
GRANT		\$266,431.46
GREENE		\$628,135.35
HEMPSTEAD		\$337,408.22
HOT SPRING		\$491,330.49
HOWARD		\$205,781.86
INDEPENDENCE		\$546,906.05
IZARD		\$204,393.96
JACKSON		\$268,580.46

JEFFERSON		\$1,155,610.84
JOHNSON		\$381,149.37
LAFAYETTE		\$114,091.11
LAWRENCE		\$259,894.92
LEE		\$155,563.85
LINCOLN		\$210,930.50
LITTLE RIVER		\$196,559.05
LOGAN		\$333,587.78
LONOKE		\$1,020,119.27
MADISON		\$234,554.60
MARION		\$248,523.12
MILLER		\$202,110.65
	TEXARKANA	\$446,499.91
MISSISSIPPI		\$693,650.07
MONROE		\$121,612.62
MONTGOMERY		\$141,580.42
NEVADA		\$134,267.85
NEWTON		\$124,313.79
OUACHITA		\$389,805.06
PERRY		\$155,877.25
PHILLIPS		\$324,693.30
PIKE		\$168,502.64
POINSETT		\$366,867.46

POLK		\$308,351.94
POPE		\$921,593.49
PRAIRIE		\$130,059.39
PULASKI		\$719,333.61
	JACKSONVILLE	\$423,293.68
	LITTLE ROCK	\$2,942,834.24
	MAUMELLE	\$256,134.16
	NORTH LITTLE ROCK	\$929,801.49
	SHERWOOD	\$440,590.16
RANDOLPH		\$268,162.61
SALINE		\$1,349,543.37
	BRYANT	\$249,045.45
SCOTT		\$167,637.07
SEARCY		\$122,299.11
SEBASTIAN		\$1,876,556.20
SEVIER		\$254,567.18
SHARP		\$257,641.45
STONE		\$184,963.41
ST. FRANCIS		\$421,711.78
UNION		\$339,587.07
	EL DORADO	\$281,817.73
VAN BUREN		\$258,104.09
WASHINGTON		\$890,761.28

	FAYETTEVILLE	\$1,098,080.27
	SPRINGDALE	\$1,041,624.21
WHITE		\$809,129.06
	SEARCY	\$341,124.20
WOODRUFF		\$108,345.52
YELL		\$331,080.60
TOTAL		\$43,516,064.78

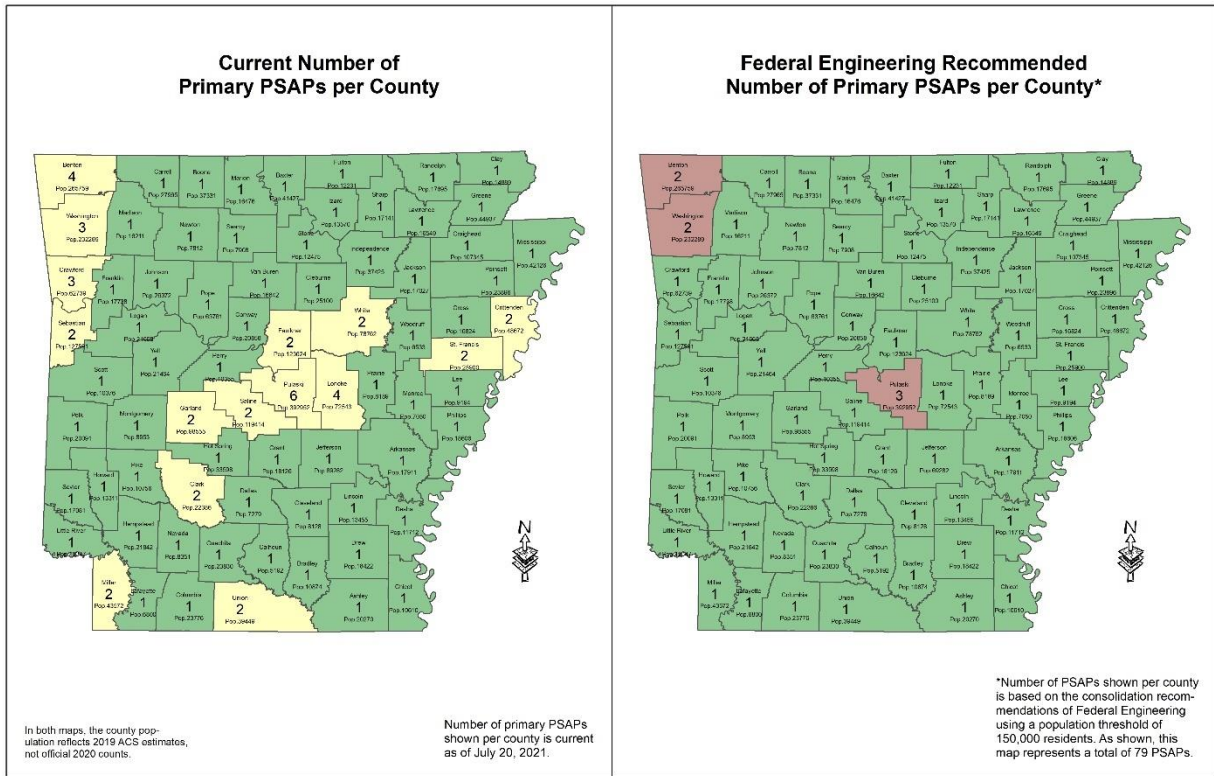
12-10-305 (a)(5)(1)(A) – Developing a plan no later than January 1, 2022, to provide funding for no more than seventy-seven (77) public safety answering points to operate in the state.

In 2020, the Board contracted with Federal Engineering, Inc. (FE) to develop a plan that address the potential consolidation of public safety answering points (PSAP) and make recommendations for the Board to fund up to 77 PSAPs. There are currently one hundred (100) funded PSAPs remaining. FE completed their yearlong study and presented the Board with a report containing their recommendations.

Utilizing the report presented by FE, the Board has submitted its plan to the Governor and Legislative Council. In alignment with Section 12-10-305, which allows the Board to provide funding for more or less than 77 PSAPs with a two-thirds (2/3) vote, the Board created its plan to fund 79 PSAPs following the recommendation from FE. The 79 PSAPs to receive funding from the Arkansas 911 Board will be allotted on a basis of up to one (1) PSAP per county with populations equal to or less than 150,000, up to two (2) PSAPs for counties with populations ranging from 150,0001 – 349,999, and up to three (3) PSAPs per county with populations above 350,000. As stated in the plan, the Board will allow jurisdictions the opportunity to present justification for funding of PSAPs above the 79 and will vote to accept or reject any additional PSAPs.

As part of the plan developed by the Board, the following deadlines have been set for local jurisdictions:

1. **April 1, 2022** – Presentations of Justification for Additional Funded PSAPs
2. **January 1, 2023** – Local PSAP Consolidation Plans Due to the Board
**Funding stops on this date to PSAPs that choose not to participate in consolidation planning process*
3. **January 1, 2025** – PSAP Consolidations Completed
**Funding will only be distributed by the Board to 79 PSAPs following this date*



Act 660 Section 2 (b)(1) – Developing a next generation 911 system.

The 911 system in Arkansas was originally built using analog technology. Upgrading our infrastructure to Internet Protocol (IP), or NG911, will improve the success and reliability of 911 by creating a faster, more resilient system that in the future allows for voice, photos, videos, and text to flow from the public to the PSAPs.

In order to migrate to NG911, both an Emergency Service IP Network (ESInet) and Next Generation Core Services (NGCS) are required. The Board completed the Request for Proposal (RFP) process in 2021 to source a statewide ESInet and NGCS.

AT&T was selected to provide these services and a four-year contract was signed in July, 2021 with the option to extend an additional 3 years. The initial four-year

contract cost totals \$17,002,115.47 with a projected implementation timeline of 18 – 24 months.

As PSAPs migrate to the AT&T ESInet, legacy costs will be reduced and NG911 costs will be applied to the Board’s monthly billing statements. Because the Board has sourced the ESInet statewide, the PSAPs will ultimately see a reduction in monthly connection charges as they transfer over to the new infrastructure.

The first PSAPs to go live onto the ESInet are projected to do so in 1st Quarter 2022.

With NG911, the Arkansas 911 Board has continued to work with the Arkansas Geographic Information Systems (GIS) Office to prepare emergency service boundaries for the NGCS platform. The Arkansas GIS team completed 24 regional meetings in 2021, including all 75 counties, to update mapping layers for PSAPs, law enforcement, fire, and emergency medical services boundaries.

FY 2021 Independent Audit

An independent audit of the Board’s financials was conducted by HCJ CPAs & Advisors to provide additional assurance to the Board and the legislature of the integrity of its oversight of the funding. The FY2021 independent audit resulted in no transactions entered by the Board during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statement in the proper period.

The next independent audit will cover the period from July 1, 2021 through June 30, 2022.