

**ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS
(ACT 1171 OF 2013)**

**OCTOBER 31, 2014
MINUTES**

The Arkansas Blue Ribbon Committee on Local 911 Systems met Friday, October 31, 2014, at 9:00 a.m., in Room 171, State Capitol, Little Rock, Arkansas.

Members present: Senators Linda Chesterfield, Senate Chair, and Jonathan Dismang; Yell County Judge Mark Thone, Cabot Mayor Bill Cypert, Arkansas Department of Emergency Management Director David Maxwell, Consumer members Joel Hoggard and Todd Woerpel, and Association of Arkansas Counties Executive Director Chris Villines.

Other legislators present: Representatives David Branscum, Kelley Linck, Frederick Love, and Betty Overbey.

Senator Chesterfield called the meeting to order.

Consideration to Approve Minutes of the August 13-14, 2014, Committee meetings [Exhibit C-1 and C-2]
Minutes of the August 13 and August 14, 2014, committee meetings were approved without objection.

Opening Comments by Senator Chesterfield

Senator Chesterfield thanked the committee for its work traveling across the state studying 911 systems. She discussed the possibility of continuation of the committee's work. She recognized members of the committee for comments. Judge Thone stated continuation of the committee is vital to the 911 systems in the state. Chris Villines agreed that a continuance of the committee's work will benefit the state. David Maxwell also agreed the committee should continue. He also said that it his understanding that funding for the committee is still in place. Mayor Cypert agrees the committee should continue. Mr. Woerpel expressed his appreciation for the committee's inclusion of the public and his role as a consumer member and agrees that more work needs to be done.

Discussion on Draft Preliminary Findings of the Local 911 Systems Blue Ribbon Committee [Exhibit D]

Senator Chesterfield stated preliminary findings were sent to members in advance for review and invited comments to be made, particularly any additions or deletions. David Maxwell said that he would like training standards for 911 dispatchers and standards for addressing to be added to the report. Chris Villines asked that an addition to the report be made requesting continuation of the committee to study the effectiveness and efficiencies of the 911 systems statewide. Senator Dismang asked that the study of upgrades for 911 systems be added. Mayor Cypert asked that specific standards for 911 systems be added to include protocols, platforms, software, hardware, and the consolidation of 911 systems. Judge Thone asked for the addition of a study of decreased funding due to the decline in landline telephones. He also asked for the study to include consideration of increasing surcharges on cell phones. Todd Woerpel recommended an increase in public awareness and education in the use of the 911 system.

Senator Chesterfield recognized Mr. Jeff Presley, City of Jonesboro who asked that the committee consider including comments from PSAP directors.

Update on Arkansas Smart911 Systems – Rave Mobile Safety, Smart 911

Mr. Ted Mullinex was recognized for a presentation. He described the Smart 911 program as an enhanced information gathering program that allows citizens to register critical information on the Rave Mobile Safety website. He discussed the process used when entering information and said it can include medical conditions, information on family members, disabilities, movement limitations, and pets. Registration is free and all of the information is associated with the phone number entered. When an individual calls 911 from a registered telephone, the data they entered is automatically displayed on a 911 dispatcher's work station, which is provided to police, fire fighters, and emergency management system personnel. Mr. Mullinex said that Arkansas is the first state to implement the Smart 911 system statewide. Over 30,000 safety profiles have displayed to 911 call takers across the state since 2012. The program has been deployed statewide with the exception of the following counties; Arkansas, Independence, Marion, Randolph, and Woodruff, and the Arkadelphia Police Department, and Arkansas State Police Troop A. A recent upgrade of Smart 911 to a 3.0 version provides text messaging and call notes. Additions to the Smart 911 program are:

- The Rave Mobile Safety Guardian App – currently available on three college campuses, the University of Arkansas, UA Little Rock, and UA Pine Bluff. This App allows a designated person to be contacted as a guardian for a student should the student dial the App in an emergency situation.
- An App is being developed with the Arkansas Realtors Association that will alert a contact person when a realtor is scheduled for a specific location. The realtor can hit a panic button to signal the contact person or, if the realtor leaves a location without notification being sent, the App will trace the realtor's location.
- Public schools are being contacted to determine interest in developing an App for teachers to be contacted in the event of an emergency situation for students.

David Maxwell discussed the Smart Prepare program, which works in conjunction with Smart 911. When an individual registers for Smart 911, they may choose to register for Smart Prepare. Data can be entered indicating specific information such as family members with special needs. The data is only accessible to local emergency personnel.

Senator Chesterfield recognized Laura Martin, Director of 911, City of Little Rock, Arkansas to address the committee. Ms. Martin expressed her concern about the lack of funding for PSAPs, particularly in rural areas. She suggested the committee consider including PSAP directors as committee members.

There being no further business, the meeting adjourned at 9:45 a.m.