

**ARKANSAS BLUE RIBBON COMMITTEE ON LOCAL 911 SYSTEMS**

**JUNE 17, 2015  
DRAFT MINUTES**

The Arkansas Blue Ribbon Committee on Local 911 Systems met Wednesday, June 17, 2015, at 1:30 p.m., in Room 130, State Capitol, Little Rock, Arkansas.

Members present: Senator Linda Chesterfield and Representative Scott Baltz, Co-Chairs. State Geographic Information Officer Shelby Johnson, Association of Arkansas Counties Executive Director Chris Villines, White County Judge Michael Lincoln, and Benton County Emergency Responder Brianna Fields.

Other legislators present: Representatives Charles L. Armstrong, Fredrick J. Love and Brent Talley.

Senator Chesterfield called the meeting to order.

**Introduction of Members of the Blue Ribbon Committee on Local 911 Systems and Review of the Duties of the Blue Ribbon Committee as established by Act 1171 of 2013, and extended by Act 528 of 2015 [Exhibits C1 & C2]**

Senator Chesterfield recognized committee staff, committee members, and other attendees for introductions. She stated a report, conducted on violence in schools, revealed a lack of coordination between schools and first responders.

**Consideration and Adoption of Rules and Procedures of the Blue Ribbon Committee on Local 911 Systems [Exhibit D]**

**Mr. Villines made a motion to adopt the Rules and Procedures of the Blue Ribbon Committee on Local 911 Systems. The motion was seconded by Judge Lincoln, and without objection the motion carried.**

**Consideration to Approve Minutes from December 30, 2014 Meeting [Exhibit E]**

**Mr. Villines made a motion to adopt minutes of December 30, 2014. The motion was seconded by Mr. Johnson, and without objection the minutes were adopted.**

**Consideration to Adopt Interim Study Proposal (ISP) 2015-104, by Representative Talley, an Act Permitting the Operation of a 911 Emergency Response System by a Private Entity [Exhibit F]**

Representative Talley gave a brief explanation of ISP 2015-104. He stated the ISP concerns allowing private entities to contract with counties to run the 911 system. Further study needs to be conducted concerning input from counties and any funding issues.

**Mr. Villines made a motion to adopt ISP 2015-104. The motion was seconded by Mr. Johnson, and without objection ISP 2015-104 was adopted.**

**Overview of the Previous Undertakings of the Blue Ribbon Committee on Local 911 Systems**

Tina Owens, Deputy Director, Arkansas Department of Emergency Management (ADEM) provided an explanation of ADEMs role in the 911 System, and with the Committee. She stated the 911 system in Arkansas is completely decentralized, and presents many problems regarding how and where to centralize it, what entity to centralize it under, and how to streamline funding. During the past year, an investigation was conducted into how many Public Safety Answering Points (PSAPs) there are in the state, including how many are primary, secondary, and in each county. The study also found the requirements for mandatory training and continuing education to be lacking. The Arkansas Law Enforcement Training Academy (ALETA) has done much of the training, and reported the following training statistics for dispatchers:

- In 2012, there were 7 classes, training 207 telecommunicators.
- In 2013, there were 4 classes, training 115 telecommunicators.
- In 2014, there were 3 classes, training 102 telecommunicators.

- So far, in 2015, there have been 2 classes, training 74 telecommunicators.

ALETA also hosted their first dispatch supervisors' course which trained 27. In the past five years 525 individuals have received training, not including participants in the train-the-trainer course. They have also started to build a library of training materials for dispatchers. The Committee still needs to look at whether the training requirements are fitting, whether the train-the-trainer course is effective, and if refresher courses should be required. Going forward the committee also needs to look into stress management concerning the mental health of dispatchers.

ADEM receives \$3 million each year from the high cost fund, of which \$2 million goes directly to counties, based upon the lowest populated counties receiving the highest amount of funds. The funds are strictly for 911 related services. The fund also pays for Smart 911 and Smart Prepare. Part of the funding received from the funding stream is used for the 911 coordinator position, operational costs and informational pamphlets, and for the Committee. Work on the public safety broadband program, funded through a federal grant, is in the planning phase of developing a broadband network, which would tie in with Smart 911 and Smart Prepare. The plan will still need several years of development.

ADEM, has worked with Rave Mobile Safety, to provided training for 35 counties on utilizing Smart Prepare. The state is currently working on a statewide upgrade of the Smart 911 platform to include facility profiles, such as floor plans, to assist first responders as they arrive on the scene.

Senator Chesterfield expressed concern over the likeness of street names in many places, and how this may be confusing for first responders. Mr. Johnson replied one of the objectives from the Committee's final report was for the counties to produce a physical address file. However, he said calls can still bounce into a different county's PSAP, causing dispatchers to look for the address in the wrong county.

In response to Senator Chesterfield's question, Randie Jones, 911 Coordinator, ADEM, stated the current count is 122 PSAPs.

#### **Update on the Status of the Address Point File [Handout #1]**

Shelby Johnson, State Geographic Information Officer, Arkansas Geographic Information Systems Office, reported that one of the final report recommendations was to have a statewide address file. He reported that Franklin County, Arkansas County and St. Francis are in the process of completing their information, and will probably be finished within six to eight months. He pointed out that some counties shown on the map are incomplete or have not published, and some counties have complete city files, but incomplete county address files.

Senator Chesterfield requested that a physical copy of the committee's final report, from last year, be distributed to committee members.

Representative Baltz announced that the 911 Blue Ribbon Committee would meet jointly with the House and Senate Committees on City, County, and Local Affairs at the Association of Arkansas Counties Conference in Springdale, AR, on August 6, 2015.

There being no further business, the meeting adjourned at 2:30 p.m.