State of Arkansas 9-1-1 Fact Sheet

Prepared for the Blue Ribbon Committee by 9-1-1/PSAP Administrators

We believe the BRC is vital to the success of 9-1-1. The BRC provides Legislative insight and is striving towards the improvement of this life saving service so everyone living in, passing through or visiting Arkansas has access to the same level of service.

Recently an email was sent to as many PSAPs (Public Safety Answering Points) across state as we could find asking for their input and as to what they view is important to them. The top three concerns are:

1. **Improve, by revising, some of the current language on mandatory training for all Dispatch entities in the State.** Senate Bill 977 was a good introduction; we support the training requirements and only seek to improve the current bill.

2. **Reform the current collections on all wireless devices.**
    a. Form a subcommittee, to include, but not limited to, BRC Committee Members, PSAP Administrators, and Telco partners. This subcommittee will be charged with the preparation of a comprehensive plan to be presented to the entire BRC for consideration within a specified time line.
        i. This plan will include the benefits for both Rural and Urban PSAPs.
        ii. Justification for reforming the cost

3. **NextGen 9-1-1 (NG9-1-1). This is the future of 9-1-1 and the Citizens expectations of 9-1-1.** NG9-1-1 is all about technology and must begin at the state level. No single jurisdiction can accomplish NG functionality. Some PSAPs can piecemeal a few of the components and functionality.

    NG9-1-1 is a system comprised of hardware, software, data and operational policies and procedures briefly described below, to:
    - Provide standardized interfaces from call and message services
    - Process all types of emergency calls including non-voice (multi-media) messages
    - Acquire and integrate additional data useful to call routing and handling
    - Deliver calls, messages, and data to the appropriate PSAPs or other entity as necessary.
    - Support data and communications needs for coordinated incident response and management
    - provide a secure environment for emergency communications

    The basic building blocks required for NG9-1-1 are:
    - Emergency Services IP Network (ESInet)
    - Internet Engineering Task Force (IETF1) based IP protocol standards provide the basic functionality of the system.
    - Databases and Data Management
    - Security
    - Human Processes

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