

**APPROVED DECEMBER 11, 2018
EXHIBIT C**

MINUTES

**JOINT INTERIM COMMITTEE ON ADVANCED COMMUNICATIONS AND INFORMATION
TECHNOLOGY**

**Monday, May 14, 2018
10:00 A.M.**

**Room 151, State Capitol
Little Rock, Arkansas**

Committee Members Present: Senators Bill Sample, Co-chair: Ronald Caldwell, **Representatives** Stephen Meeks, Co-chair: Karilyn Brown, Jana Della Rosa, **Alternates** Lanny Fite, Carlton Wing

Other Legislators Present: Representatives Fredrick Love

Call to Order

Senator Sample called the meeting to order and thanked everyone in attendance for coming.

Representative Meeks addressed the attendees, explaining that concerns about the Faulkner County 911 system is the reason for the meeting. The county is looking at a half million dollar shortfall for funding the 911 system. The assumption is, if this county is having issues other counties probably are too.

Consideration to Approve April 16, 2018 Meeting Minutes

Representative Meeks made a motion to approve the minutes and Senator Caldwell seconded the motion and without objection the minutes were adopted.

[See Exhibit C]

Discussion of Information Network of Arkansas (INA): Service Authorization & Rates Report

Bob Sanders, INA, General Manager [See Exhibits D-1 & D-2]

Issues included in the discussion:

- over the last two quarters INA has launched a total of thirty-three new online services they reach: five cities, nine counties, seven courts and twenty-three state government offices
- for the last three years INA has been working on a project to upgrade sixty government websites
 - the project was completed in December with the launch of eleven large websites
 - the upgrades were provided at no cost to the agencies
 - the upgrades modernized the websites and made them optimal for smartphones, tablets, and they load faster which is important for those in rural communities
- 1st quarter agencies logged 70% fewer requests for assistance or website content vs. three years ago
- A new records processing system launched in partnership with the Department of Health
 - citizens can request birth and death certificates on-line and it is less costly

Discussion of Department of Information Systems (DIS) Advice and Recommendation Report

Donnie Matthews, Customer Relations, DIS [EXHIBITS E-1 & E-2]

Issues included in the discussion:

- DIS is making strides in converting some of their old voice-over IPs
 - there are currently around 8,000 stations on their voice-over IP system
 - 12 to 13 still need to be converted
 - Arkansas Community Corrections, law enforcement, standards and training, several Parks and Tourism sites have been converted
- DIS assists state agencies when they change facilities

Discussion of Arkansas Broadband Managers Report

Don McDaniel, Division Director for the State Network, DIS [EXHIBIT F]

Issues included in the discussion:

- in preparation for this meeting it was discovered that the numbers provided by the Federal Communications Commission (FCC) have not been updated regarding broadband speeds, the maps presented reflect 2016 FCC data
- the K-12 network was finished last July
 - it is 100% fiber presenting fewer issues
 - there are 200 kilobits per user
 - the network is provided at a lower cost and with more bandwidth
- there are a couple of bids in for servicing Department of Health's rural sites
 - State Procurement should have those awarded by the end of the month
- by using the backbone of the K-12 network, the cost for updating state networks will be minimal
- it was announced that Elizabeth Bowles, President and Chair of Aristotle is the new Chair of the Broadband Deployment Advisory Committee for the FCC
 - she will have insight as to what is needed in rural Arkansas
- the Arkansas Digital Task Force is concerned about access to bandwidth away from schools
 - if students don't have bandwidth at home the task forces wants to find out if it is because of cost, availability, or lack of a computer

Discussion of Department of Information Systems Proposed Rate Adjustments Report

Amy Buss, Chief Financial Officer, DIS

Issues included in the discussion:

- DIS reviewed the rates for the upcoming state fiscal year and the rates have minimal impact on the budget
 - monthly impact is around \$9,000
 - due to customer loss the largest increase is in the mainframe
 - rates will be adjusted to recover only DIS costs

Discussion of Arkansas Current Operations, Problems and Recommendations

Josh Curtis, Governmental Affairs Director, Association of Arkansas Counties

Issues included in the discussion:

- they are working with the Arkansas Department of Emergency Management (ADEM), Department of Homeland Security and a working group on Next Gen 911
 - the working group is close to completing its work and drafting a final plan
 - the group will meet May 31 to develop a recommendation package of where we are with 911

Renee Hoover, Administrator, Emergency Telephone Services Board

- Alabama implemented the nation's first 911 system in 1968
- the system was designed for a landline phone, it would route calls based on the telephone exchange
- it was never designed to receive data, text and video messaging included in today's wireless technology

Briana Fields, Deputy Director, Benton County Office of Emergency Communications

- in 1998 Phase I of 911 service was mandated by the FCC
- as Arkansas started to deploy Phase I (provides the cell tower) the FCC mandated that Phase II (provides actual location of caller) service be deployed; the deployments were started in 2003 and finished in 2011
- it will take time to get to Next Gen 911, planning and funding come first
- each quarter 83.5% of the funds from the wireless 911 surcharge is distributed back out to the Public Safety Answering Point (PSAPs), in 2009 legislation changed that number to 49.5%; counties are still having to pull from their general funds to support 911

Josh Curtis, Governmental Affairs Director, Association of Arkansas Counties

- they are advocating for fewer silos in the 911 system so they can better communicate with each other
- Next Gen 911 will eliminate some human error
- currently Arkansas doesn't have a single agency in charge of the implementation of Next Gen 911, responsibilities are between several different agencies; they are working with ADEM and feel they should be the states designated agency
- Next Gen 911 will route calls based on the location of caller X and caller Y, there needs to be coordination and it will accept all forms of data
- they are in support of consolidation of PSAPs, how or how many is an issue

David Frasher, City Manager, City of Hot Springs

- supports Next Gen 911
- would prefer that local jurisdictions make local decisions
- advocates consolidation of PSAPs

Chief Jason Stachey, Chief of Police Hot Springs

- favors of Next Gen 911
- services provided will be more efficient
- advocates for consolidation of PSAPs

Judge Jimmy Hart, Conway County Judge

- 911 is the most critical life and death operation in the entire country

Rusty McMillon, County Judge for Greene County

- emergency 911 funding has been reduced 21% in his county due to the loss of landlines

Adjournment

There being no further business the meeting adjourned at 11:50 A.M.