



Annual Report to the Arkansas Legislature

Calendar Year 2020

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A.J. GARY
CHAIRMAN

STATE OF ARKANSAS
ARKANSAS 911 BOARD

C.J. ENGEL
EXECUTIVE DIRECTOR

January 7, 2021

Dear Governor Hutchinson and Arkansas Legislators:

As the Chairman of the Arkansas 911 Board, I am pleased to present the Arkansas 911 Board's first Annual Report to the Arkansas Legislature. In alignment with Section 12-10-305 of Act 660, The Public Safety Act of 2019, as amended, the board is to provide the Governor and Legislature with data regarding Arkansas' 911 status and activities.

This past year the Arkansas 911 Board has continued to put the Public Safety Act of 2019 into action, facilitating its multifaceted requirements in 911 funding and policies with regards to NG911, PSAP consolidation, service fee changes, collection of the service fees, and the modified distribution of service fees collected.

This report includes the Board's revenues and expenditures for calendar year 2020, the PSAP distribution comparison of 2019 and 2020 following the public safety fee implementation in 2019, and the board's status of projects required within Act 660.

Please contact me or C.J. Engel, Executive Director of the Arkansas 911 Board, 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 blue ink, appearing to read "A.J. Gary".

A.J. Gary, Chair
Arkansas 911 Board

A handwritten signature in blue ink, appearing to read "C.J. Engel".

C.J. Engel, Executive Director
Arkansas 911 Board

Arkansas 911 Board

On April 2, 2019, the Arkansas 92nd General Assembly approved HB 1564 creating Act 660, The Public Safety Act of 2019. Section 12-10-305 of Act 660 established the Arkansas 911 Board by replacing the Arkansas Emergency Telephone Services Board (ETSB). The first meeting of the Board was held on August 19, 2019 and currently meets on the third Thursday of each month.

The purposes of the 911 Board include managing, overseeing, and monitoring administration of the 911 service fees; distributions of such fees to eligible service providers and Public Safety Answering Points (PSAPs); preparing and administering a 911 plan for the State; executing duties and responsibilities under the Act; and other such purposes as enabled through the Acts of the General Assembly. The 911 Board serves as the central 911 policy planning body of the State.

The Arkansas 911 Board consists of twelve members representing local and state public safety, private industry, elected officials, and state services across the State of Arkansas. Appointments to the Arkansas 911 Board were completed in late July 2019 with A.J. Gary, Director, Arkansas Division of Emergency Management (ADEM) serving as Chairman. Board members serving in calendar year 2020 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, Chief Deputy Auditor, 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, County Judge, Greene County

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) – Robert McGowen, Administrator of Public Safety, Benton County

Appointed by the Arkansas Association of Chiefs of Police:

- 12-10-305 (a)(1)(H) – Chad Henson, Police Chief, City of Trumann

Appointed by the Governor:

- 12-10-305 (a)(1)(I)(i) – Keith Edmonds, Director, Madison County EMS
- 12-10-305 (a)(1)(I)(ii) – Rodney Wright, Sheriff, Saline County
- 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

Public Safety Answering Points (PSAPs)

In Arkansas, all 911 calls are routed to and answered at Public Safety Answering Points (PSAPs). A PSAP is a 24-hour, seven-days a week public safety emergency and non-emergency communications entity that responds for police, fire, emergency medical services, and others. Once a call is answered at a PSAP, that entity may then transfer information to a separate dispatch center in order to dispatch emergency services to respond. PSAPs may also perform other important public safety services such as Arkansas Crime Information Center (ACIC) entry, activation of community alerts, and Emergency Medical Dispatch (EMD) protocols.

As of December 31, 2020, there are 114 PSAPs in Arkansas, operating at various levels of government consisting of 907 full-time and 161 part-time telecommunicators.

*Based on the 2019 Annual PSAP Certifications, the
reported total cost to provide 911 services in Arkansas is*

\$59,175,651.61.

Each PSAP is asked to report 911 call volume for the previous calendar year. For the annual period ending December 31, 2019, the total number of calls on 911 lines (wireline, wireless, and VoIP combined) in Arkansas was 1,638,353 as reported by PSAPs.

One major objective of the Public Safety Act of 2019 was to replace the current 911 surcharge for wireless and VoIP services with a public safety fee creating additional funding to support the implementation of Next Generation 911 service in the State of Arkansas.

Effective October 1, 2019, the public safety fee of \$1.30 replaced the \$.065 911 surcharge for wireless and VoIP service subscriptions and a public safety charge of 10% per retail transaction replaced the \$0.65 911 surcharge per retail transaction. There were no changes to the 911 surcharge on wireline services.

The public safety fee provides an increase in revenue to the Arkansas 911 Board which will assist in supporting the implementation of NG911 services. Act 660 also created a Public Safety Trust Fund to which the public safety fee is remitted. The Arkansas 911 Board retains an interest-bearing account from which to manage the public safety fee that is distributed to the Arkansas 911 Board from the Arkansas Public Safety Trust Fund.

Beginning in July, 2020, The Arkansas Public Safety Trust is required to distribute \$2,000,000 to the Arkansas Wireless Information Network (AWIN) quarterly to assist in the maintenance of the statewide emergency communications network. As of December 31, 2020, \$4,000,000 has been remitted to AWIN. The first payment of \$2,000,000 was withheld from the public safety revenue that was received in November and December, 2019.

The Arkansas Public Safety Trust is required to distribute \$62,500 each quarter to the Arkansas Commission on Law Enforcement Standards and Training for 911 Telecommunicator training. The first payment of \$62,500 was withheld from the public safety revenue received in November and December, 2019.

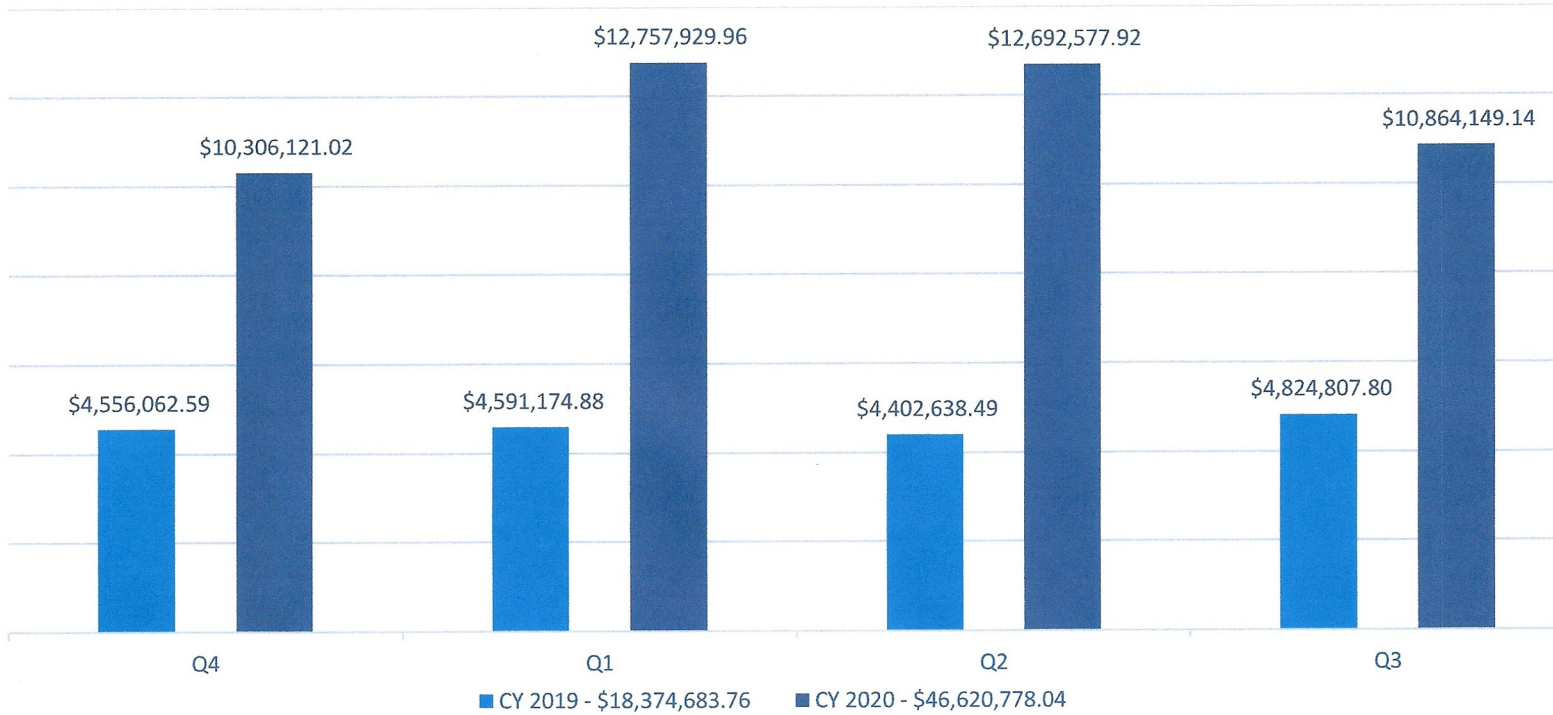
The Arkansas Public Safety Trust is also required to distribute \$14,000 to ADEM each month for administrative support of the Arkansas Public Safety Trust Fund. Each month after these distributions have been satisfied, all remaining funds in the Arkansas Public Safety Trust Fund are distributed to the Arkansas 911 Board.

The revenue received by the Arkansas 911 Board from the Arkansas Public Safety Trust Fund are allocated as follows:

- 83.75% will be distributed on a population basis to each political subdivision operating a PSAP that has the capability of receiving 911 calls associated with wireless, VoIP, and non-traditional 911 calls.
- 15% will be held by the Arkansas 911 Board and may be used to reimburse PSAPs for annual maintenance costs, pay for the legacy network used to deliver 911 calls to the PSAP, and to purchase a statewide infrastructure for NG911 services.

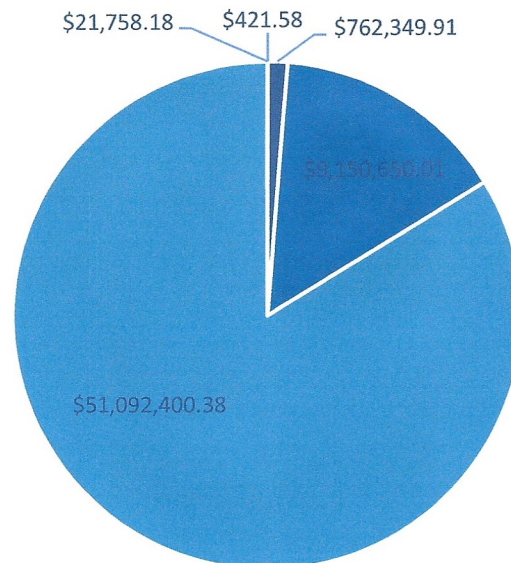
- 1.25% may be used by the Arkansas 911 Board for administrative expenses, staff, consulting services, and an independent auditor for an annual fiscal year audit.

CY 2019 – CY 2020 ANNUAL PSAP DISTRIBUTION COMPARISON



TOTAL REVENUE OF THE ARKANSAS 911 BOARD JAN 1 – DEC 31, 2020

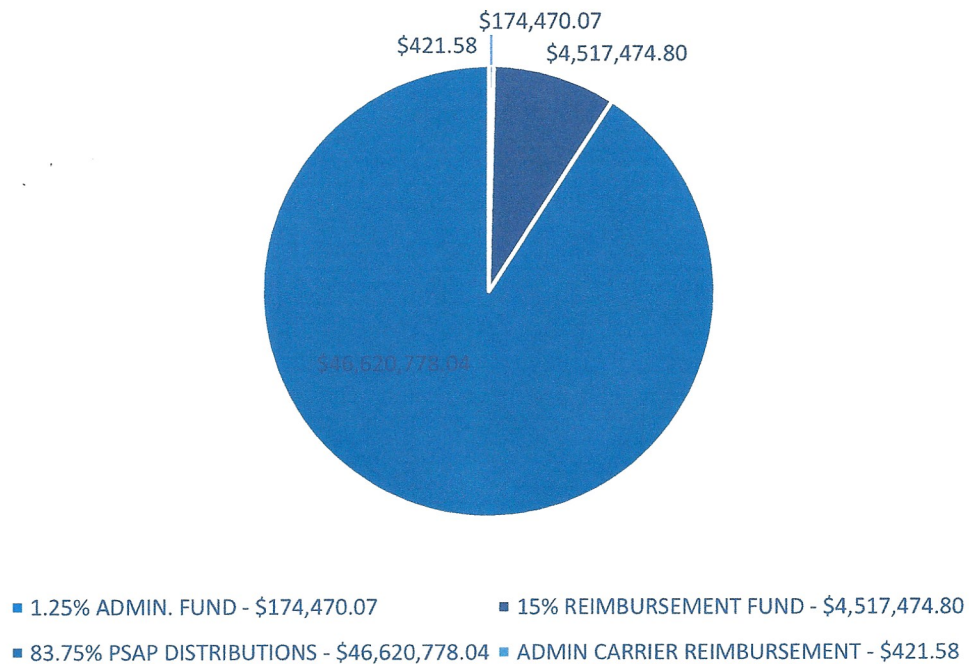
CY 2020 REVENUE - \$61,027,580.06



- CARRIER ADMIN. FUND - \$421.58
- 1.25% ADMIN. FUND - \$762,349.91
- 15% REIMBURSEMENT FUND - \$9,150,650.01
- 83.75% PSAP FUND - \$51,092,400.58
- INTEREST INCOME - \$21,758.18

CY 2020 TOTAL EXPENSES

CY 2020 TOTAL EXPENSES - \$51,313,144.49



TOTAL UNEXPENDED FUNDS CARRIED FORWARD

The total amount of unexpended funds carried forward into 2021 was \$11,852,397.96. The December receipt of funds includes \$4,911,899.97 that will be carried forward and distributed in March, 2021 as part of quarterly PSAP distributions.

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.

The Arkansas 911 Board has contracted with Federal Engineering, Inc. (FE) to develop a plan that addresses the potential consolidation of Public Safety Answering Points (PSAPs) and makes recommendations for the Arkansas 911 Board to fund up to 77 PSAPs. This plan aligns with the Goals and Objectives outlined in the *State of Arkansas Statewide NG911 Plan* and migration path towards NG911 services throughout the State.

There are six (6) milestones scheduled for the feasibility study:

1. Project Initiation Meeting / Project Schedule Presented - Complete
2. Complete Regional PSAP Workshops and Deliver Regional Workshops Summary Report - Complete
3. Submission of Aggregated PSAP Survey Information and Data – 01/11/2021
4. Submit Draft State of Arkansas PSAP Consolidation Financial Analysis Report and Facilitate Review Meeting with Client – 04/19/2021
5. Submit Draft Report and Facilitate Review Meeting with Client – 06/07/2021
6. Submission of Final Arkansas Statewide PSAP Consolidation Plan Report to the Board – 06/28/2021

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

NG911 is a standards-based, all-IP emergency communications infrastructure enabling voice and multimedia communications between a 911 caller and a PSAP, and on to responders in the field. With a highly reliable, secure, standards-based NG911 system, PSAPS will have enhanced tools for more effective and efficient response, and increased interoperability between PSAPs.

NG911 requires both an ESInet and Next Generation Core Services (NGCS). The Arkansas 911 Board has begun work on developing a Request for Proposal (RFP) with

the Office of State Procurement in order to source and contract a vendor to build a statewide Emergency Services IP Network (ESInet) infrastructure and provide Next Generation Core Services.

Another benefit of NG911 is improved location accuracy due to utilizing Geographic Information Systems (GIS) mapping boundaries rather than legacy selective routers. In order to prepare for the ESInet and NG911 implementation, an interagency agreement has been created between the Arkansas 911 Board and the Arkansas Geographic Information Systems (GIS) Office. The Arkansas GIS Office has been contracted by the Board for a three-year term to complete the necessary updates and improvements to emergency services mapping layers across the state including PSAP, law enforcement, fire and emergency medical services boundaries.

FY 2020 Independent Audit Report

The Board has elected to conduct an annual independent audit to provide additional assurance to the Board and the legislature of the integrity of its oversight over the fund. The FY2020 independent audit resulted in no transactions entered into 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 report will cover the period from July 1, 2020 through June 30, 2021.