

2024

Calendar Year



annual legislative report

P.O. Box 34075
Little Rock, AR 72203

(501) 375-9911

www.911Board.arkansas.gov



A.J. GARY
CHAIRMAN

STATE OF ARKANSAS
ARKANSAS 911 BOARD

C.J. ENGEL
EXECUTIVE DIRECTOR

March 15, 2025

Governor Sanders and Arkansas Legislators:

As required by the Public Safety Act of 2019, Code 12-10-305, the board is to present the Governor and Legislative Council with data detailing Arkansas' 911 status and activities. Included is the Arkansas 911 Board's annual report for calendar year 2024.

In the few years, major progress has been made on multiple projects that are bringing important changes to 911 across the State of Arkansas. The board has made great strides in increasing efficiencies and providing additional resources for local Public Safety Answering Points (PSAPs). Currently, 85 PSAPs have expanded NG911 capabilities by being transitioned to the statewide Emergency Services IP Network (ESInet). With the board taking on these additional network costs, local jurisdictions are collectively saving approximately \$1.8 million per year or an average of \$23,000 per PSAP annually. Additionally, with several more consolidations of PSAPs being recently completed, the number of operational PSAPs has been reduced to 88 as of the date of this letter with a target of 82.

This report includes the Board's revenues and expenditures for January 1 – December 31, 2024, a breakdown of PSAP distributions for 2024 and reported PSAP expenses for 2023, and additional information on the board's projects.

The board looks forward to continuing to address the needs of and support PSAPs operated by counties and cities throughout the state.

If you have any questions or would like additional information regarding the Arkansas 911 Board, please reach out to (501) 375-9911 or AR911Board@adem.arkansas.gov.

Sincerely,

A handwritten signature in black ink that reads 'C.J. Engel'.

C.J. Engel, Executive Director

P.O. BOX 34075 • LITTLE ROCK, AR 72203 • (501) 375-9911

www.911board.arkansas.gov

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, replacing the Arkansas Emergency Telephone Services Board (ETSB).

The duties of the 911 Board include managing administration of the 911 wireless, VoIP, and pre-paid service fees; distributions of such fees to eligible service providers and Public Safety Answering Points (PSAPs); assist PSAPs in implementing a next generation 911 system; executing duties and responsibilities under the Act; and other such purposes as enabled through the Acts of the General Assembly.

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. Board members serving in the calendar year 2024 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) – TJ Fowler, Designee, 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, Greene County Judge

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) – Sally Pittser, 911 Coordinator, Union County

Appointed by President Pro Tempore of the Senate:

- 12-10-305 (a)(1)(G) – Bo Robertson, Director, Garland County Department of Emergency Management

Appointed by the Arkansas Association of Chiefs of Police:

- 12-10-305 (a)(1)(H) – Danny Baker, Police Chief, City of Fort Smith

Appointed by the Governor:

- 12-10-305 (a)(1)(I)(i) – Robert McGowen, Administrator of Public Safety, Benton County
- 12-10-305 (a)(1)(I)(ii) – Kevin Molder, Poinsett County Sheriff
- 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

As defined in statute, a public safety answering point (PSAP) is the location at which all types of (wireless, wireline, VoIP, etc.) 911 communications are initially answered in the State of Arkansas. A PSAP is operated on a twenty-four-hour, seven-days a week basis and dispatches a minimum of two (2) public safety agencies such as police, fire, and/or emergency medical services. PSAPs may also perform other important public safety services such as Arkansas Crime Information Center (ACIC) entry, activation of community alerts, or provide Emergency Medical Dispatch (EMD) protocols.

As of December 31, 2024, there were 92 PSAPs operating in Arkansas that received funding from the 911 Board, down from 94 one year prior. Local jurisdictions are fully responsible for the oversight and operation of their PSAPs and are the governing authorities of those PSAPs. Currently PSAPs in Arkansas are operating at the following levels of government:

- Municipality: 17
- County: 75

Arkansas PSAPs reported receiving a total of **1,859,479** calls on 911 lines (text, wireline, wireless, and VoIP combined) between January 1 and December 31, 2023. These PSAPs reported employing 1,035 full-time and 182 part-time public safety telecommunicators with 145 positions unfilled based on budgeted staffing in 2023.

A dispatch center or also known as a Secondary PSAP, receives a portion of or all 911 calls through method of transfer by PSAPs from where the call originates. There are more than 35 known dispatch centers operating across the state but do not receive funding from the Board.

Based on expenses from January 1 – December 31, 2023, through the annual PSAP reporting process, the total cost locally to provide 911 services in Arkansas was **\$81,045,473.81** not including the cost for dispatch centers to operate or expenses the 911 Board pays. From January 1 – December 31, 2024, the 911 Board distributed **\$40,524,437.16** in 911 fees to PSAPs to assist with these costs.

The reported expenses broken down by PSAP can be found in Table A: 2023 Reported Expenses by PSAP.

Table A: 2023 Reported Expenses by PSAP

COUNTY PSAP	CITY PSAP	2023 REPORTED EXPENSES
ARKANSAS		\$411,171.87
ASHLEY		\$443,077.72
BAXTER		\$1,005,066.60
BENTON		\$2,471,374.27
	BENTONVILLE	\$2,077,925.56
	ROGERS	\$2,050,515.56
	SILOAM SPRINGS ¹	\$568,752.38
BOONE		\$1,154,204.59
BRADLEY		\$384,373.98
CALHOUN		\$274,970.87
CARROLL		\$2,052,045.85
CHICOT		\$254,575.84
CLARK		\$725,595.07
	ARCADELPHIA	\$289,696.24
CLAY		\$430,599.37

CLEBURNE		\$639,764.07
CLEVELAND		\$170,166.40
COLUMBIA		\$402,410.95
CONWAY		\$743,486.26
CRAIGHEAD		\$1,636,687.53
CRAWFORD		\$1,039,590.65
CRITTENDEN		\$836,147.88
	WEST MEMPHIS	\$793,990.67
CROSS		\$434,937.62
DALLAS		\$401,082.46
DESHA		\$444,197.39
DREW		\$276,454.51
FAULKNER		\$1,147,542.22
	CONWAY	\$1,364,611.53
FRANKLIN		\$544,960.43
FULTON		\$267,391.38
GARLAND		\$2,138,271.63
	HOT SPRINGS	\$731,282.69
GRANT		\$701,807.18
GREENE		\$1,613,237.81
HEMPSTEAD		\$679,277.40

HOT SPRING		\$688,834.67
HOWARD		\$367,011.98
INDEPENDENCE		\$763,063.20
IZARD		\$231,112.15
JACKSON		\$402,736.27
JEFFERSON		\$1,947,628.37
JOHNSON		\$918,005.73
LAFAYETTE		\$314,624.35
LAWRENCE		\$443,494.93
LEE		\$229,530.96
LINCOLN		\$350,408.64
LITTLE RIVER		\$414,022.23
LOGAN		\$578,597.24
LONOKE		\$1,768,006.64
MADISON		\$665,858.55
MARION		\$388,809.16
MILLER		\$270,233.34
	TEXARKANA	\$2,238,597.63²
MISSISSIPPI		\$748,841.09
MONROE		\$91,430.09
MONTGOMERY		\$92,782.06
NEVADA		\$304,337.64
NEWTON		\$203,500.00

OUACHITA		\$264,692.74
PERRY		\$200,197.39
PHILLIPS		\$494,094.18
PIKE		\$343,188.38
POINSETT		\$372,603.42
POLK		\$388,795.07
POPE		\$1,974,967.19
PRAIRIE		\$424,764.70
PULASKI		\$1,023,181.88
	JACKSONVILLE	\$881,749.70
	LITTLE ROCK	\$4,203,170.00
	MAUMELLE	\$502,654.74
	NORTH LITTLE ROCK	\$2,715,324.34
	SHERWOOD	\$1,016,800.74
RANDOLPH		\$436,798.17
SALINE		\$2,100,686.20
	BRYANT	\$818,503.70
SCOTT		\$228,219.26
SEARCY		\$225,071.22
SEBASTIAN		\$2,755,683.35
	FORT SMITH	\$1,769,202.00
SEVIER		\$368,252.25
SHARP		\$358,456.57

STONE		\$309,525.56
ST. FRANCIS		\$1,013,088.48
UNION		\$255,016.14
	EL DORADO	\$516,222.96
VAN BUREN		\$694,613.68
WASHINGTON		\$1,036,201.05
	FAYETTEVILLE	\$2,382,897.00
	SPRINGDALE	\$2,119,595.56
WHITE		\$1,368,675.25
	SEARCY	\$732,218.04
WOODRUFF		\$226,796.23
YELL		\$500,855.32
TOTAL		\$81,045,473.81

¹Siloam Springs no longer receives AR 911 Board funding but continues to operate a PSAP

² Combined Bi-State PSAP Expenses

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.

In 2020, the Board contracted with Federal Engineering, Inc. (FE) to develop a report that addresses the consolidation of PSAPs and make recommendations for the Board to fund up to 77 PSAPs. As of December 31, 2024, there were ninety-one (92) funded PSAPs remaining, down from 101, four (4) years ago. FE completed their year-long assessment and presented the Board with their recommendations.

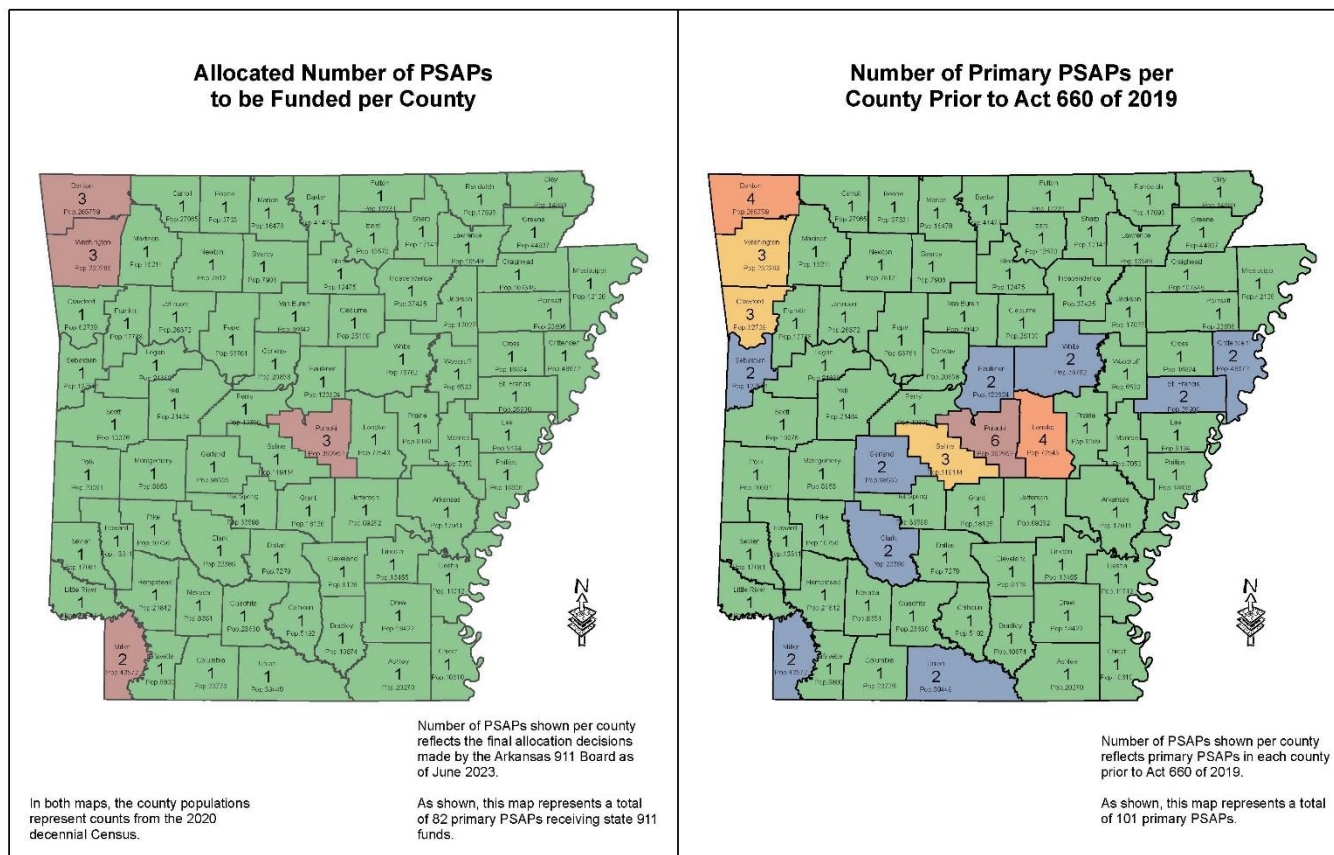
Utilizing the report presented by FE, the Board submitted its plan to reduce the number of funded PSAPs to the Governor and Legislative Council as required by statute. In alignment with Section 12-10-305, which allows the Board to provide funding for more or less than 77 PSAPs with a two-thirds (2/3) vote, the Board intends to fund 82 PSAPs. The breakdown of 82 PSAPs to receive funding from the Arkansas 911 Board will be as follows: Benton, Pulaski, and Washington County will each receive funding for three (3) PSAPs, Miller County will receive funding for two (2) PSAPs based on further review by the 911 Board in 2023, and all other counties, seventy-one (71), will receive funding for one (1) PSAP.

As part of the plan developed by the Board, the following deadlines were set for local jurisdictions:

1. **January 1, 2023** – Local PSAP Consolidation Plans Due to the Board
*Funding stops on this date to PSAPs that choose not to participate in consolidation planning process.
2. **January 1, 2025** – PSAP Consolidations Completed
*Funding will only be distributed by the Board to 82 PSAPs following this date.

The current status of counties with multiple funded PSAPs that were required to submit a consolidation plan by the January 1, 2023 deadline, is as follows:

- Benton – No PSAP consolidation plan was submitted. A letter was received requesting the three funded PSAPs be Benton County, City of Bentonville, and City of Rogers. Funding previously sent to the City of Siloam Springs is being remitted to Benton County.
- Clark – PSAP consolidation plan received included Clark County and City of Arkadelphia. An extension was granted until March 31, 2025.
- **Crawford – Has completed consolidation of three (3) PSAPs to one (1).**
- **Crittenden – Has completed consolidation of two (2) PSAPs to one (1).**
- **Faulkner – Has completed consolidation of two (2) PSAPs to one (1).**
- *Garland – A PSAP consolidation plan was received and included Garland County and City of Hot Springs. Following the two-year completion deadline, no extension was requested nor was any progress made. The City of Hot Springs has declined to consolidate as of the date of this report. All funding will be remitted to Garland County only in the future.*
- Lonoke – PSAP consolidation plan received included Lonoke County, City of Cabot, City of Carlisle, City of England, City of Lonoke, and City of Ward. An extension was granted until April 30, 2025.
- Pulaski – Has completed consolidation of six (6) PSAPs to four (4). An extension was granted for the City of Sherwood until September 30, 2025.
- **Saline – Has completed consolidation of three (3) PSAPs to one (1).**
- Sebastian – PSAP consolidation plan received included Sebastian County and City of Fort Smith. An extension was granted until January 1, 2026.
- **St. Francis – Has completed consolidation of two (2) PSAPs to one (1).**
- Union – PSAP consolidation plan received included Union County and City of El Dorado. An extension was granted until March 31, 2025.
- **Washington – Has met requirement of three (3) PSAPs with consolidation of Central EMS PSAP with Washington County Sheriff's Office dispatch.**
- **White – Has completed consolidation of two (2) PSAPs to one (1).**



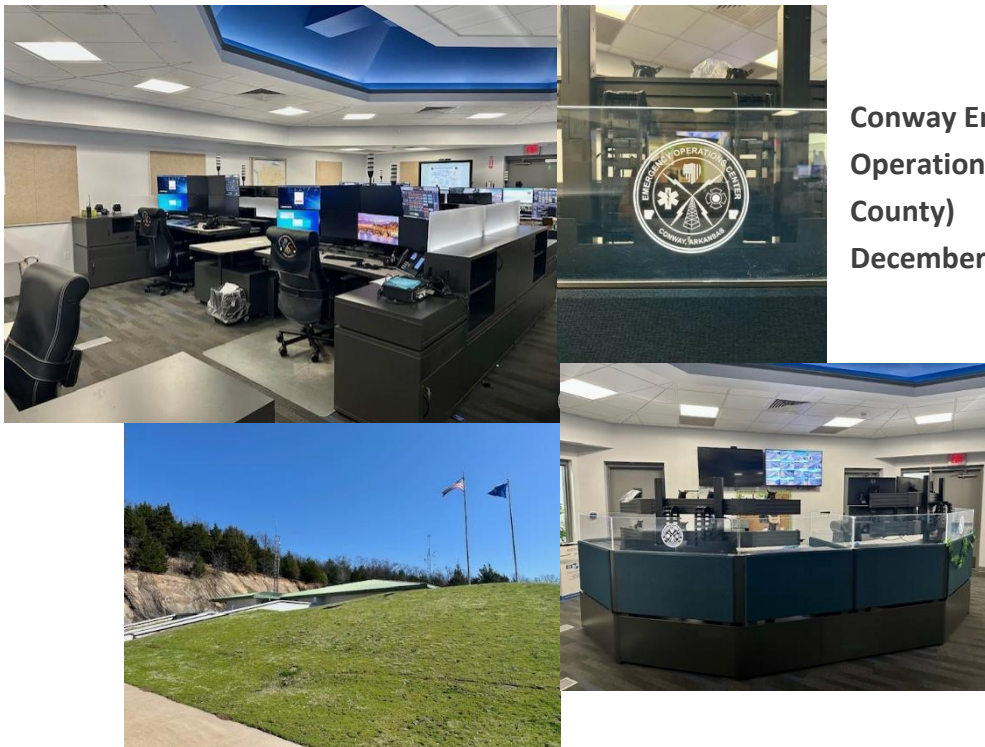
The Arkansas 911 Board has allocated **\$6,800,000.00** to assist in consolidation efforts across the state. These funds are being applied as a reimbursement of up to \$200,000.00 per PSAP in expenses associated with consolidation for each of the counties that have been identified as needing to consolidate their funded PSAPs. For example, a county with two PSAPs would be eligible to receive up to \$400,000.00 and a county with three PSAPs would be eligible for up to \$600,000.00.

As of December 31, 2024, \$600,000.00 has been requested and reimbursed to local jurisdictions from the Arkansas 911 Board for consolidation project expenses:

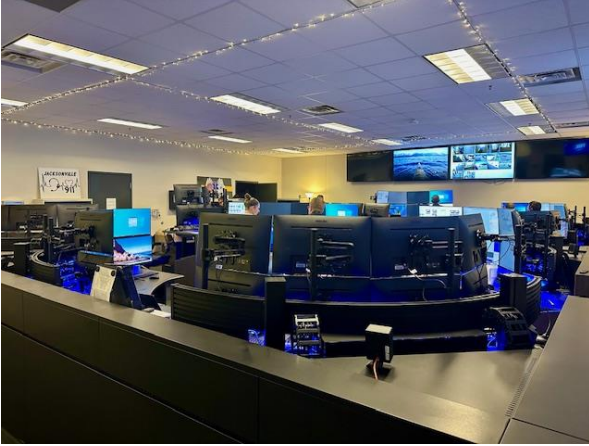
- Crawford County - \$200,000.00
- Saline County - \$200,000.00
- St. Francis County - \$200,000.00



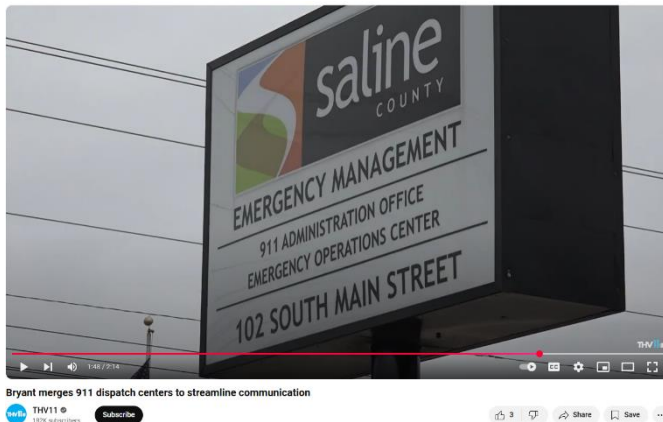
**Crawford County Emergency
Communications Center
Ribbon Cutting Ceremony
March 15, 2024**



**Conway Emergency
Operations Center (Faulkner
County)
December 9, 2024**



Jacksonville – Pulaski County Emergency Communications Center
September 18, 2024



Saline County Emergency Communications Center
March 18, 2024

St. Francis County 9-1-1
October 1, 2022



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

The 911 system in Arkansas was originally built out using analog technology and had not seen much investment or many changes since implementation although technology around it has transformed drastically, including the sweeping growth of wireless communications. With these upgrades statewide to Internet Protocol (IP), or a NG911 backbone, the reliability of 911 has improved by creating a faster, more resilient system that provides much better location accuracy for wireless calls and provides capabilities for voice, photos, videos, and text to flow from the public to the PSAPs (at the discretion of PSAPs).

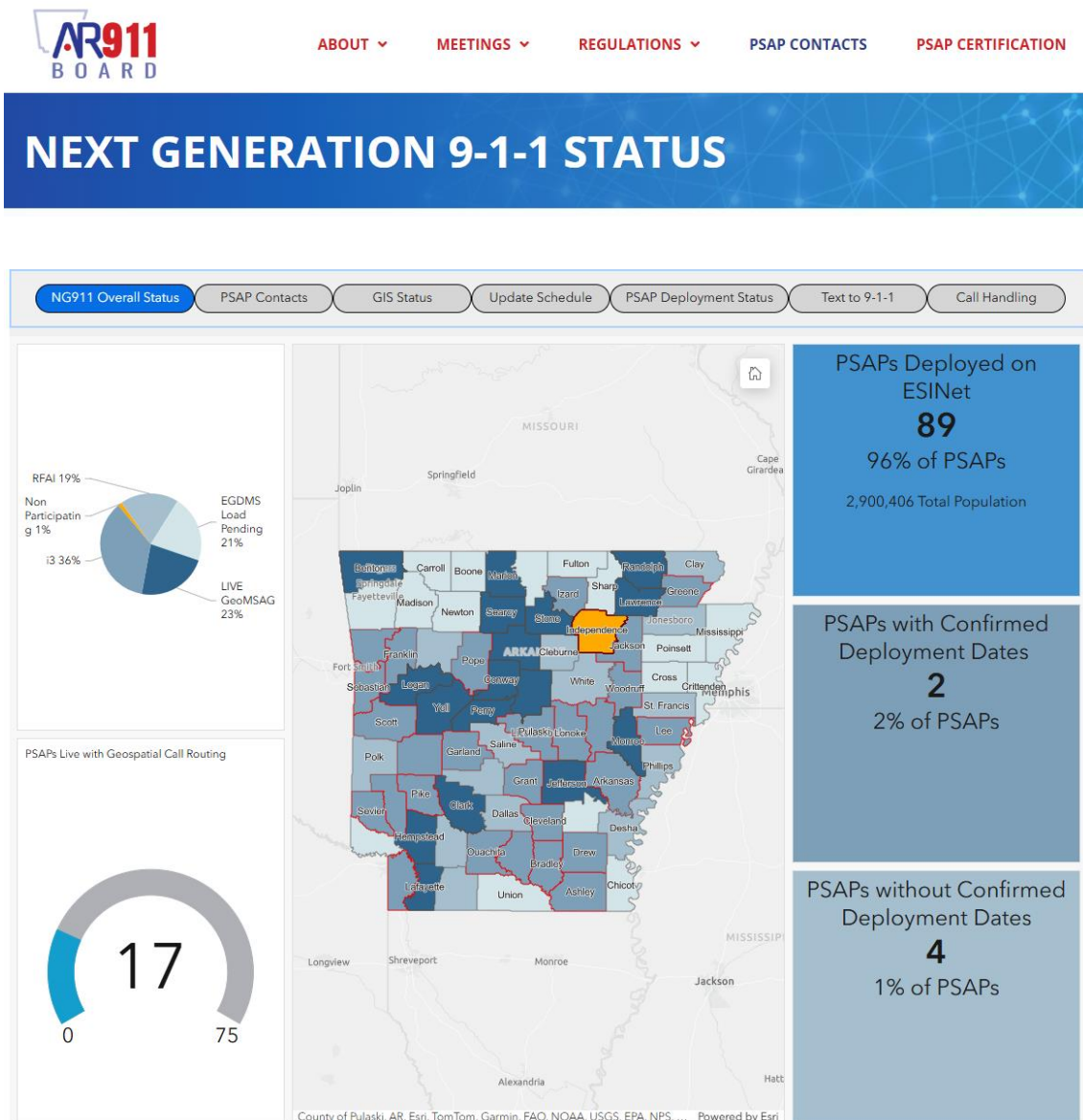
Although having an Emergency Service IP Network (ESInet) and Next Generation Core Services (NGCS) platform do not automatically identify a PSAP as NG911, it is the backbone necessary to do so. The board's initial 4-year contract with AT&T is scheduled to expire in July, 2025 with the option to extend an additional 3 years. The initial four-year contract amount was **\$17,002,115.47** and it is expected that the actual costs realized from the implementation years of this contract will come in under budget.

As of December 31, 2024, 84 PSAPs have been successfully transitioned to the AT&T ESInet, covering 2,863,593 residents or 94.55% of the state's population. PSAPs are still required to maintain and ensure their own equipment is compatible with NG911 capabilities such as their 911 Call-Processing Equipment (CPE). As these transitions have occurred, legacy costs to the local jurisdictions are being reduced. Because of this statewide transition to ESInet and the 911 Board taking on the contract, the projected annual savings to the PSAPs on ESInet as of December 31 is **\$1,866,623.52** per year or an average of **\$23,044.68** per PSAP annually.

On an annual basis, the Arkansas 911 Board continues to reimburse local PSAPs for the maintenance costs of their CPE from its 15% Fund. In 2024, the Board reimbursed **\$2,255,431.26** to local jurisdictions for these maintenance charges paid in 2023, an increase of \$636,724.09 from 2022.

As of January 2024, in addition to these annual maintenance charges, the Board began reimbursing the upfront costs for one (1) of these CPE positions, up to \$35,000.00 per funded PSAP, to help assist local jurisdictions update their equipment on a more regular basis. In 2024, the board reimbursed \$283,155.02 in CPE upgrades and several PSAPs were able to update their equipment that had not been able to otherwise in nearly a decade.

With the help of the Arkansas GIS Office, a dashboard has been created and is displayed on the Arkansas 911 Board website that shares progress of the NG911 project status at www.911board.arkansas.gov.



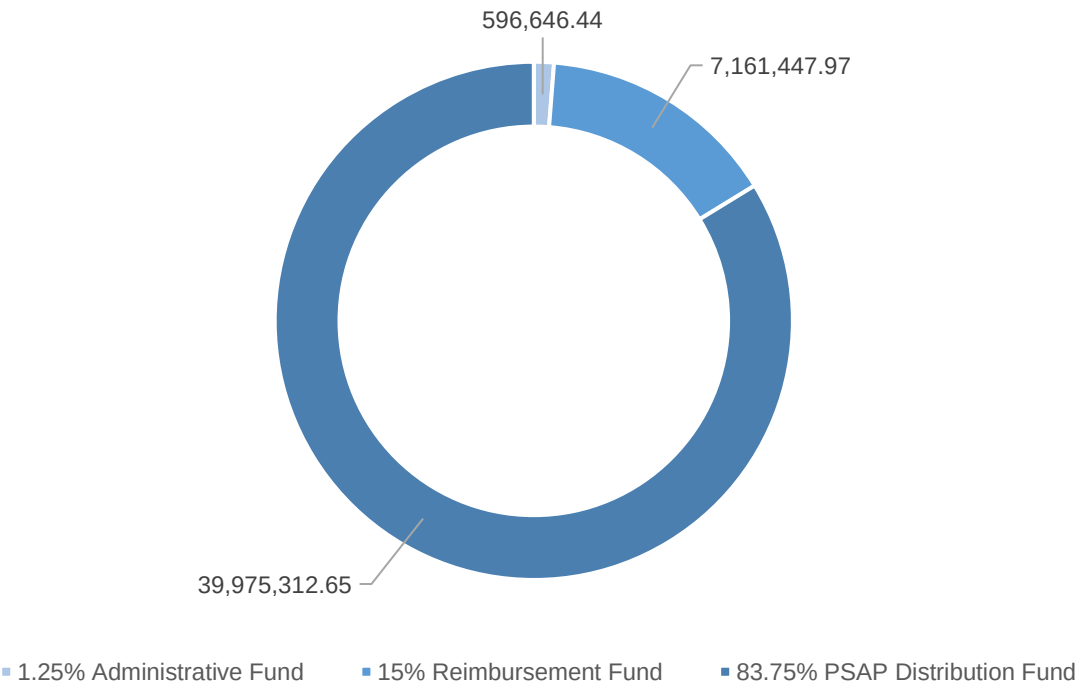
The Act established the Arkansas Public Safety Trust Fund (APSTF), overseen by the Arkansas Division of Emergency Management, to receive the public safety charges collected under subdivisions (b)(1)(A) - (C) of Section 4. 12-10-318. The APSTF receives monthly remittances of the collected commercial mobile radio service (wireless), voice over internet protocol (VoIP), and nontraditional telephone public safety charges in an amount of one dollar and thirty cents (\$1.30) per month per connection in Arkansas. Additionally, the Department of Finance and Administration (DFA) collects and remits to the APSTF, public safety charges equal to ten percent (10%) of the value of prepaid wireless services collected from sellers of prepaid wireless services in Arkansas.

With funds received, the APSTF remits up to sixty-two thousand five hundred dollars (\$62,500) to the Arkansas Commission on Law Enforcement Standards and Training for 911 training and up to two million dollars (\$2,000,000) to the Arkansas Wireless Information Network (AWIN) quarterly for upgrades and maintenance funding. Up to fourteen thousand dollars (\$14,000) per month are retained to provide administrative support for the APSTF. Each month once these distributions are satisfied, the remaining funds are transferred to the Arkansas 911 Board from the APSTF.

The Act requires the Arkansas 911 Board to distribute not less than eighty-three and seventy-five-hundredths percent (83.75%) of the total monthly revenues on a population basis to each public safety answering point. Not more than fifteen percent (15%) of the total revenues may be used for statewide next-generation 911 infrastructure and equipment reimbursement to PSAPs. Not more than one and one-fourth percent (1.25%) of the revenues may be used by the Board for administrative expenses.

Revenues received from the APSTF and expenditures by the Board in 2024 were allocated as represented in the following charts.

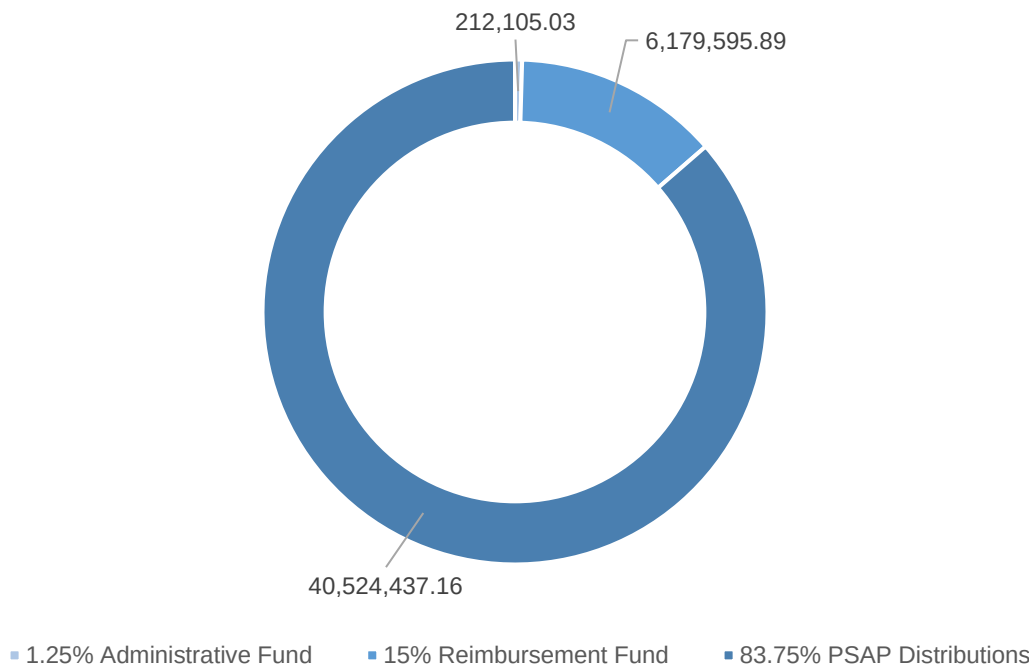
Arkansas 911 Board 2024 Revenues



Jan - Dec 24	
Income	
GROSS AETS CARRIER RECEIPTS	
1.25% ADMINISTRATIVE FUNDS	596,646.44
15% REIMBURSEMENT FUND	7,161,447.97
83.75% PSAP DIST. RECEIPT	39,975,312.65
Total GROSS AETS CARRIER RECEIPTS	47,733,407.06

**Total 911 fee revenues received by the Arkansas 911 Board from the APSTF decreased \$1,881,609.47 between 2023 and 2024 and have decreased \$3,232,247.94 since 2021.*

Arkansas 911 Board 2024 Expenses



Expense	
1.25% ADMINISTRATIVE EXPENSES	212,105.03
15% REIMBURSEMENT FUND	6,179,595.89
83.75% PSAP DISTRIBUTIONS	40,524,437.16
Total Expense	<u>46,916,138.08</u>

Arkansas 911 Board Breakdown of 2024 Expenses by Fund

▼ Expense	
83.75% PSAP DISTRIBUTIONS	40,524,437.16
Total Expense	<u>40,524,437.16</u>

▼ Expense	
▼ 15% REIMBURSEMENT FUND	
CPE UPGRADES	283,155.02
MAINTENANCE REIMBURSEMENT	2,255,431.26
NG911 CONSULTING SERVICES	390,349.69
▼ PROVIDER PAYMENTS	
RECURRING	3,250,659.92
Total PROVIDER PAYMENTS	<u>3,250,659.92</u>
Total 15% REIMBURSEMENT FUND	<u>6,179,595.89</u>
Total Expense	<u>6,179,595.89</u>

▼ Expense	
▼ 1.25% ADMINISTRATIVE EXPENSES	
AUDITORS	11,845.00
CONTRACT LABOR	187,200.00
MISCELLANEOUS	3,522.76
OFFICE SUPPLIES	4,187.44
PROFESSIONAL FEES	1,699.00
TELEPHONE	494.76
▼ TRAVEL	
AIRFARE / PARKING / SHUTTLE	655.28
LODGING	2,479.59
MEALS	21.20
Total TRAVEL	<u>3,156.07</u>
Total 1.25% ADMINISTRATIVE EXPENSES	<u>212,105.03</u>
Total Expense	<u>212,105.03</u>

Table B: 2024 Distribution of 911 Fees by PSAP

COUNTY PSAP	CITY PSAP	2024 DISTRIBUTION
ARKANSAS		\$230,764.74
ASHLEY		\$256,506.95
BAXTER		\$560,151.83
BENTON		\$2,156,544.94
	BENTONVILLE	\$728,855.41
	ROGERS	\$940,713.84
BOONE		\$502,908.11
BRADLEY		\$141,898.33
CALHOUN		\$63,770.13
CARROLL		\$380,279.42
CHICOT		\$137,363.49
CLARK		\$288,587.14
CLAY		\$195,818.33
CLEBURNE		\$332,522.46
CLEVELAND		\$101,596.24
COLUMBIA		\$306,820.63
CONWAY		\$278,750.47

CRAIGHEAD		\$1,496,774.94
CRAWFORD		\$809,177.01
CRITTENDEN		\$318,150.97
	WEST MEMPHIS	\$329,952.28
CROSS		\$226,512.51
DALLAS		\$87,224.75
DESHA		\$153,336.31
DREW		\$233,469.49
FAULKNER		\$798,829.00
	CONWAY	\$863,016.28
FRANKLIN		\$230,065.01
FULTON		\$162,486.70
GARLAND		\$1,348,067.65
GRANT		\$241,651.02
GREENE		\$615,444.43
HEMPSTEAD		\$270,003.78
HOT SPRING		\$444,601.27
HOWARD		\$172,040.77
INDEPENDENCE		\$510,510.99
IZARD		\$182,698.29
JACKSON		\$225,462.90
JEFFERSON		\$905,081.17
JOHNSON		\$346,490.26

LAFAYETTE		\$84,883.32
LAWRENCE		\$218,209.88
LEE		\$115,725.51
LINCOLN		\$174,139.97
LITTLE RIVER		\$161,827.32
LOGAN		\$284,348.34
LONOKE		\$995,979.51
MADISON		\$222,314.09
MARION		\$226,418.31
MILLER		\$177,800.14
	TEXARKANA	\$395,444.85
MISSISSIPPI		\$547,475.88
MONROE		\$91,490.44
MONTGOMERY		\$114,164.55
NEVADA		\$111,823.15
NEWTON		\$97,222.89
OUACHITA		\$304,788.70
PERRY		\$134,820.22
PHILLIPS		\$222,946.54
PIKE		\$136,865.61
POINSETT		\$309,027.49
POLK		\$258,646.53
POPE		\$852,883.57

PRAIRIE		\$111,446.36
PULASKI		\$623,316.45
	JACKSONVILLE	\$396,655.93
	LITTLE ROCK	\$2,782,175.90
	MAUMELLE	\$259,050.21
	NORTH LITTLE ROCK	\$869,165.87
	SHERWOOD	\$440,443.23
RANDOLPH		\$249,899.82
SALINE		\$1,660,741.86
SCOTT		\$132,357.70
SEARCY		\$105,337.13
SEBASTIAN		\$1,719,721.49
SEVIER		\$213,136.80
SHARP		\$232,406.44
ST. FRANCIS		\$310,709.55
STONE		\$166,308.32
UNION		\$286,595.58
	EL DORADO	\$238,932.81
VAN BUREN		\$212,558.16
WASHINGTON		\$871,251.64
	FAYETTEVILLE	\$1,264,220.50
	SPRINGDALE	\$1,173,079.92
WHITE		\$725,101.07

	SEARCY	\$308,650.71
WOODRUFF		\$84,358.51
YELL		\$272,668.15
TOTAL		\$40,524,437.16

FY2024 Independent Audit

An independent audit of the Board's financials was conducted by HCJ CPAs & Advisors to provide additional assurance to the Board and the legislature of the integrity of its oversight of the funding. The FY2024 independent audit resulted in no transactions entered 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 will cover the period from July 1, 2024 through June 30, 2025.