



## Association of Arkansas Counties

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August 16, 2018

The Hon. Asa Hutchinson  
Governor of Arkansas  
500 Woodlane, Suite 250  
Little Rock, AR 72201

Re: 911 Emergency Services Reform

Dear Governor Hutchinson,

The Association of Arkansas Counties (AAC) extends a wealth of gratitude to you for attending our recent conference in Rogers/Benton County. It means a lot to our county and district officials when you take time to speak with them and answer their questions. One question in particular — that of how to more efficiently deliver 911 emergency services to the public — has been of particular interest to county judges and justices of the peace.

The County Judges' Association of Arkansas (CJAA) and the Arkansas Association of Quorum Courts (AAQC) met separately this summer to discuss the need for 911 reform. Both the CJAA and the AAQC believe the best course of action is to collaborate with the Arkansas Department of Emergency Management (ADEM) and the Emergency Telephone Services Board (ETSB) on a new system with current technology and standardized training and procedures. The result will be improved interoperability among the Public Safety Answering Points (PSAPs) and quantum improvements to the delivery of emergency services.

Therefore, the CJAA and the AAQC have passed resolutions (see attached documents) encouraging you and members of the Arkansas General Assembly to work for passage of and to vote in favor of legislation to reform 911.

We appreciate your continued support of county government, and we look forward to working with you and the Legislature to develop viable solutions to improve the emergency services counties provide to the people of Arkansas.

Sincerely,

Chris Villines, Executive Director  
Association of Arkansas Counties

CC: The Hon. Jonathan Dismang, Senate President Pro Tempore  
The Hon. Matthew J. Shepherd, Speaker of the House  
Honorable Members of the 91st General Assembly  
The Hon. Frank Weaver, CJAA President  
The Hon. Matthew J. Shepherd, AAQC President



County Judges Association of Arkansas  
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CJAA RESOLUTION NO. 2018-911

A RESOLUTION TO IMPROVE 9-1-1 EMERGENCY COMMUNICATION THROUGH REFORM BY IMPLEMENTING NEW TECHNOLOGY AND INCREASING THE DEDICATED REVENUE TO LOCAL GOVERNMENT TO PERFORM THE MANDATED DUTIES OF OPERATING A PUBLIC SAFETY ANSWERING POINT THAT BENEFIT ALL ARKANSANS

*Whereas*, the County Judges Association of Arkansas, the Arkansas Department of Emergency Management along with the Emergency Telephone Services Board (ETSB) in conjunction with local government and communications providers of the state have developed a course of action to improve 9-1-1 emergency communications through the adoption of a new system to include current technology and standardized training and procedures. The result of this collaboration will result in improved interoperability among the Public Safety Answering Points (PSAP) and quantum improvements to the delivery of emergency services;

*Whereas*, the current 9-1-1 technology has not kept pace with the constant innovation of modern communication technology;

*Whereas*, existing infrastructure was built to handle landline calls, with the evolution of cell phones this infrastructure has not been flexible enough to adapt to newer technology;

*Whereas*, over 90 percent of the 9-1-1 calls are made using a cell phone, even with the decline of landlines the call volume has increased drastically, almost every adult has a cell phone so in the event of an accident PSAP's have to be equipped to answer each call with the same priority;

*Whereas*, the current delivery methods of 9-1-1 are hindered by outdated technologies and a lack of networking, the expectation of the public is that an emergency caller in Southeast Arkansas receives the same level of service as someone dialing 9-1-1 in Northwest Arkansas, an expectation that is currently not met;

*Whereas*, through deliberate and thoughtful research, the conclusion was reached to deploy an Internet Protocol (IP)-based network (Next Generation 9-1-1) intended to receive, process, route, and deliver all calls to 9-1-1 centers within a statewide Emergency Services IP Network (ESINet). Next Generation 9-1-1 will benefit all stakeholders--citizens and visitors to the state, PSAPs, first responders, and legislative decision makers.

**Whereas**, every state that has implemented NG9-1-1 has an agency that coordinates communication and technology for all PSAPs,

**Whereas**, 9-1-1 was set up to be funded by user fees, now counties and cities are subsidizing over \$20 million out of general tax revenue to operate 127 PSAPs, this amount continues to grow and is unsustainable,

**Now Therefore**, the COUNTY JUDGES ASSOCIATION OF ARKANSAS, is resolved to support legislation to designate an agency to coordinate a transition from the current 9-1-1 system to NG9-1-1,

**Now Therefore**, the COUNTY JUDGES ASSOCIATION OF ARKANSAS, is resolved to support a continuation of the moratorium on PSAPs that passed in the 91st General Assembly, with this moratorium in place we also support reducing the number of PSAPs, this reduction will be more cost efficient and reduce the number of transferred 9-1-1 calls,

**Now Therefore**, the COUNTY JUDGES ASSOCIATION OF ARKANSAS, are resolved to support an increase on the \$.65 9-1-1 surcharge user fee, this increase will allow NG9-1-1 to be implemented and provide a better service for Arkansans,

**Now Therefore**, the COUNTY JUDGES ASSOCIATION OF ARKANSAS, ask Governor Asa Hutchinson and urge members of the Arkansas General Assembly to work for passage and vote in favor of legislation to reform 9-1-1, a copy of this resolution shall be provided to the Governor and the General Assembly.

Passed and approved this 8th day of June 2018

A handwritten signature in cursive script that reads "Frank Weaver".

Frank Weaver, Madison County Judge  
President, County Judges' Association of Arkansas

# Arkansas Association of Quorum Courts, Inc.

1415 West Third / Little Rock, Arkansas 72201

Telephone 501-372-7550

## **AAQC RESOLUTION NO. 2018-911**

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APPROVED:   
David Thompson  
AAQC President

DATE: 8-8-18