



ARKANSAS 911 BOARD ANNUAL PSAP REPORT

Default Question Block

Arkansas Code 12-10-305 requires all cities and counties operating a Public Safety Answering Point (PSAP) to complete and submit this report to the Arkansas 911 Board no later than April 1 of each calendar year.

The following documentation must be included when submitting each PSAP Report:

- PSAP budget for January 1 - December 31, 2024
- Journal or ledger sheets reflecting 911 funds received between January 1 - December 31, 2024
- Journal or ledger sheets reflecting 911 expenditures between January 1 - December 31, 2024
- Call volume analysis for January 1 - December 31, 2024
- Current Telecommunicator Training Data for PSAP

To be in compliance, ALL DOCUMENTATION must be completed online before midnight **Tuesday, April 1, 2025.**

The report will not be considered complete until all sections and documentation are received. Quarterly PSAP Distributions and Maintenance Reimbursement requests will not be released until this PSAP Report is complete.

If you have questions about this report, please call (501) 375-9911 or email AR911Board@adem.arkansas.gov

Select the County in which your PSAP services.

PSAP Name:

PSAP Physical Address:

Street Address

City

Postal Code

Non-Emergency 24/7 x 365 Contact Number for PSAP:

PSAP Point of Contact:

Name

Title

Agency or Department

Email Address

Mailing Address

City

Postal Code

Office Number

Cell Number

Alternate PSAP Point of Contact:

Name

Title

Agency or Department

Email Address

Mailing Address

City

Postal Code

Office Number

Cell Number

Provide the total number of 9-1-1 calls the PSAP received during the period January 1 to December 31, 2024:

Wireline (Landline)

Wireless

VoIP

Text to 911

Provide the total number of Administrative or Non-Emergency calls the PSAP received during the period January 1 to December 31, 2024:

Upload PSAP call volume analysis for January 1 - December 31, 2024 here.

Select the service(s) that are currently dispatched by the PSAP (Select all that apply):

- ☐ Law Enforcement
- ☐ Fire
- ☐ EMS

List any active Dispatch Centers to whom the PSAP transfers 9-1-1 calls for dispatch: (i.e. local law enforcement agency, EMS provider, etc.)

Dispatch Center

Dispatch Center

Dispatch Center

Dispatch Center

Dispatch Center

Does your PSAP have a Continuity of Operations Plan?

- ☐ Yes
- ☐ No

List the Primary PSAP(s) identified for rerouting 9-1-1 calls to during an outage:

Backup PSAP

Backup PSAP

Backup PSAP

Block 1

What manufacturer and model is your 9-1-1 Call-Processing Equipment?

- ☐ CentralSquare Vertex

- ☐ Intrado VIPER
- ☐ Motorola CallWorks
- ☐ Motorola VESTA
- ☐ Solacom Guardian
- ☐ Zetron MAX
- ☐ Other, enter below

Confirm if the 9-1-1 Call-Processing Equipment is hosted or stand-alone:

- ☐ Hosted
- ☐ Stand-Alone

How many 9-1-1 Call-Processing Equipment positions are in the PSAP?

Who is the Maintenance Vendor for the 9-1-1 Call-Processing Equipment?

What is the monthly or annual Maintenance Cost for the 9-1-1 Call-Processing Equipment?

If requesting reimbursement for 9-1-1 Call-Processing Equipment maintenance, upload the CPE Maintenance Reimbursement Form here.

[CPE Maintenance Reimbursement Form](#)

If requesting reimbursement for 9-1-1 Call-Processing Equipment maintenance, upload vendor maintenance invoice here.

Does the PSAP utilize Computer Aided Dispatch (CAD) software?

- ☐ Yes
- ☐ No

Select Computer Aided Dispatch (CAD) vendor:

Who assigns new addresses in the PSAP's jurisdiction?

Name

Title

Email Address

Office Number

Does the PSAP utilize a language translation service?

☐ Yes

☐ No

What language translation service vendor is utilized?

Has a RapidSOS Portal been created for your PSAP?

☐ Yes

☐ No

Is RapidSOS currently utilized in your PSAP?

☐ Yes

☐ No

Block 2

Number of Full-Time Positions Budgeted:

Number of Part-Time Positions Budgeted:

Number of Currently Employed Full-Time Personnel:

Number of Currently Employed Part-Time Personnel:

What shift duration does the PSAP operate on?

- ☐ 8-Hour
- ☐ 10-Hour
- ☐ 12-Hour
- ☐ Hybrid

Number of Public Safety Telecommunicators per Shift:

Starting annual salary range for Public Safety Telecommunicators:

Select any other duties required for Public Safety Telecommunicators in the PSAP (Select all that apply):

- ☐ Fine Payment Collection
- ☐ Jailer
- ☐ Physical Access Control and Monitoring for Facility
- ☐ Public Facing Walk-In
- ☐ Warrant Entry and Validation

Block 3

Are sixty percent (60%) of the employed Public Safety Telecommunicators trained in a 40-Hour Basic Telecommunicator Course in accordance with the Public Safety Act of 2019?

- ☐ Yes

☐ No

Are all part-time and full-time Public Safety Telecommunicators employed at the PSAP for one (1) year or longer, trained in a 40-Hour Basic Telecommunicator Course in accordance with the Public Safety Act of 2019?

☐ Yes

☐ No

Confirm which entity(s) the PSAP utilizes for the 40-hour Basic Telecommunicator training (Select all that apply):

☐ ALETA

☐ APCO

☐ IAED

☐ NENA

☐ POWERPHONE

☐ Other, enter below

Upload the PSAP Personnel Training Data - Appendix A here.

[PSAP Personnel Training Data - Appendix A](#)

Does the PSAP provide Medical Pre-Arrival Instructions such as CPR over the phone?

☐ Yes

☐ No

If Medical Pre-Arrival Instructions such as CPR are provided over the phone, does the PSAP require Telephone-CPR (T-CPR) training in accordance with Act 505 of 2021?

☐ Yes

☐ No

Does the PSAP utilize protocol dispatching based on a formal system such as APCO, PowerPhone,

IAED, etc.?

	Yes	No
Emergency Medical Dispatch (EMD)	<input type="radio"/>	<input type="radio"/>
Fire Service Dispatch (FSD)	<input type="radio"/>	<input type="radio"/>
Law Enforcement Dispatch (LED)	<input type="radio"/>	<input type="radio"/>

If, yes what provider does the PSAP utilize for these protocols?

- ☐ APCO
- ☐ IAED
- ☐ NECI
- ☐ PowerPhone
- ☐ Other, enter below

Does the PSAP require Public Safety Telecommunicators to obtain additional training hours on an annual basis?

- ☐ Yes
- ☐ No

If yes, how many continuing education hours are required annually?

Block 4

What was the PSAP's TOTAL operating budget for 2024 (including personnel, equipment, supplies, etc.)?

What was the PSAP's TOTAL expenses for 2024 (including personnel, equipment, supplies, etc.)?

Upload the PSAP Budget for January 1 - December 31, 2024 here.

Upload the PSAP Expenditures for January 1 - December 31, 2024 here.

List all Quarterly PSAP Distributions, Maintenance Reimbursement, and Other Reimbursements (Consolidation, Equipment Upgrades, etc.) received from the Arkansas 911 Board in 2024:

03.24 - 4Q23 Distribution	<input type="text"/>
06.24 - 1Q24 Distribution	<input type="text"/>
09.24 - 2Q24 Distribution	<input type="text"/>
12.24 - 3Q24 Distribution	<input type="text"/>
06.24 - Maintenance	<input type="text"/>
Other	<input type="text"/>
TOTAL	<input type="text"/>

List all other 911 Funding Revenues:

Landline 911 Fees	<input type="text"/>
Smart911 (ADEM)	<input type="text"/>

Upload PSAP 9-1-1 Revenue ledgers for January 1 - December 31, 2024 here.

Block 5

Authorization of Data Reported in Annual PSAP Report

I hereby certify that all receipts and expenses reported on this form are complete and accurate and that all 911 funding received from the Arkansas 911 Board and other sources were expended in accordance with Ark. Code Ann. 12-10-301, et seq. I further acknowledge that the documentation supporting these receipts and expenses may be reviewed at any time by Legislative Audit, the Arkansas 911 Board, or the Board's designee.

SIGN HERE

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Signatory Information

Name

Title

County or City

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