

**MINUTES OF THE MEETING OF  
ARKANSAS 911 BOARD  
December 19, 2019**

A regular monthly meeting of the Arkansas 911 Board was held 1:00 p.m. on Thursday, December 19, 2019 at ADEM.

The following were in attendance:

**Board**

AJ Gary	Director, AR Division of Emergency Management Office of Auditor of State
Skot Covert (via conference call)	
Shelby Johnson	Director, AR GIS Office
Rusty McMillon	Judge, Greene County
Jamie Pafford-Gresham (via conference call)	Pafford EMS
Robert McGowen	Administrator of Public Safety, Benton County
Brian Presley	911/Dispatch Coordinator, Independence County
Rodney Wright (via conference call)	Sheriff, Saline County
Chadwick Henson (via Conference Call)	Police Chief, City of Trumann PD
Tommy Sizemore	Fire Chief, Barling Voluntary Fire Department
Doug Sprouse (via conference call)	Mayor, City of Springdale

**Guests:**

Renee Hoover	AR ETS Board Administrator
Brad Nye	Asst. Attorney General, State Agencies Dept., Office of Arkansas Attorney General Leslie Rutledge
Josh Curtis	Association of Arkansas Counties
Alice Wallis	Perry County 911
Jennifer Wheeler	Arkansas GIS Office
Judy Wells (via conf. call)	Van Buren County 911
Gary "Bud" Gray	North Little Rock OES
Jordan Roark	North Little Rock OES
Ronya Marveggio	Bentonville Police Department
Brandy Mendoza	Bentonville Police Department
Mindy Corbett	Bentonville Police Department
Tina Owens	ADEM

Nita Roper  
Josh Hallenbeck  
Jonathan Duran  
Tina Thompson  
Marcus Paxton

Logan County 9-1-1  
Mullenix & Associates  
AR GIS Office  
Crawford County  
Little Rock Police Department

A quorum was declared and Director Gary called the meeting to order and presided over the meeting.

Upon a motion made and seconded, the minutes of the November 21, 2019 meeting were unanimously approved as amended.

**Financial Reports** – The financial report was approved as provided which reflected the total assets and liabilities as of November 30, 2019 to be \$7,239,425.20 in which \$5,215,831.29 is in the State Treasury Money Management Fund account and \$2,023,593.91 is in the US Bank working capital account. An explanation of each of the reports that were included in the monthly financial reports was provided to the Board.

The Board was in agreement with Ms. Hoover's reminder and recommendation that it will be necessary to transfer funds from the State Treasury Money Management Fund to the US Bank working capital account to cover the 3Q19 PSAP Distribution.

Monthly expenses of \$5,563,361.38 were approved for payment as submitted which included \$4,824,807.80 3Q19 PSAP Distribution and \$484,885.51 in maintenance reimbursements.

15% Allocation Balance by County Report - An updated report of the 15% Allocation Fund was presented reflecting a balance of \$740,360.65. This report reflects the total balance remaining and allocated for reimbursement for 17 PSAPs.

## **OLD BUSINESS**

2019 Fiscal Year Audit – Ms. Hoover reported that while Hudson, Cisne, & Co., LLC, has provided a draft of the audit report, they have not yet provided the final audit report. Upon receipt of the final audit report, Ms. Hoover will forward the 2019 fiscal year audit to the Board members.

Website Status – Ms. Hoover reported that data is currently being loaded in the website, and reminded the Board that there are still some missing bios and pictures that are needed for the Board member information page of the website.

## **NEW BUSINESS**

**Review of Arkansas Code § 12-10-305 (h)(1) and (h)(2)** – Shelby Johnson shared with the Board that there are some issues and concerns with the timeline reflected in Arkansas Code § 12-10-305 (h)(1) for each county to complete the locatable address conversion of 911 physical address assignment and mapping and to certify to the Arkansas 911 Board that the conversion has been completed no later than the last

business day of February, 2020. He also raised the concern with the language in Arkansas Code § 12-10-305 (h)(2) which states that failure to comply with Arkansas Code § 12-10-305 (h)(1) may result in the Arkansas 911 Board withholding funds from the PSAPs that have not met the requirement. Mr. Johnson shared that counties that have not yet completed the conversion are Phillips, Independence, Conway, and Chicot Counties. Mr. Johnson submitted a motion to the Board to delay applying the withholding of any PSAP distributions to PSAPs due to the failure to comply with Arkansas Code § 12-10-305 (h)(1) and (2) prior to July 1, 2020. With a second to the motion by Rusty McMillon, the Board voted unanimously in favor of the motion.

**Panic Button (RFQ Update)** – Chairman Gary shared that due to the existing issues to continue to find funding for the “Panic Button” solution by Rave Mobile Safety that is available to public schools statewide. Dr. May at the Arkansas Criminal Justice Institute (CJI), was tasked with issuing an RFQ to allow the opportunity for all other vendors who also offer the same type of services to submit a quote for an equivalent service offering. There were approximately eight suppliers who responded to the RFQ. Chairman Gary shared with the Board that it is his understanding that the plan is to allow each school district to choose from the respondents who met the qualifications of the RFQ to provide the service solution for their respective school district. The concern has been raised that this could result in having multiple solutions deployed for some PSAPs whose jurisdictional boundary includes multiple school districts. An example would be Saline County which has six school districts within the county. This could mean that there is the potential that there could be six different solutions deployed throughout the county for which the PSAP would have to be trained on as well as the possible network capacity issue and requirement for additional monitors in which the telecommunicators would have to manage. The Board was in unanimous agreement that this could result in a number of issues for those PSAPs that serve in jurisdictions with multiple school districts, including, but definitely not limited to, interoperability issues. The Board agreed to draft a letter to Dr. May identifying the concerns and requesting that the State consider the selection of only one solution statewide, regardless of which vendor would be selected. Chairman Gary also shared that the current service agreement with Rave Mobile Safety for the Panic Button solution is paid through June, 2020, so it would be July before there will be any changes. Shelby Johnson proposed a motion that the Chairman draft a letter on behalf of the Arkansas 911 Board to the Dr. May, Director of the CJI and the Arkansas Department of Education to share the concerns of the Board with regard to the negative impacts on Arkansas PSAPs a platform that would possibly allow multiple different vendor solutions for the same type of service solution.

**Review of Administrator Functions – Roles/Responsibilities, Job Functions/Objectives/**

Requirements – Chairman Gary shared with the members of the Board that the office used by the Administrator of the Arkansas 911 Board is currently located at ADEM, however, the administrator position is not a position under the employment of ADEM and is a position through a current annual service agreement with the Board which is normally initiated at the beginning of each fiscal year ending in June of the fiscal year. Upon the request of Chairman Gary, Ms. Hoover provided an in-depth review of the job functions for which she performs and has had responsibility.

**2020 PSAP Certification** – Ms. Hoover shared that she will provide a copy of the 2019 PSAP Certification forms with proposed updates to the Board for review and approval at the next meeting. She also shared that while the Board has previously

approved for the annual PSAP Certification to be integrated within the new website so that PSAPs will have the ability to access a portal on the website to enter the data for their respective annual PSAP Certification, it does not seem likely that the work to complete the integration will be completed in time for the 2020 PSAP Certification process. However, once the process is in place and the annual certification data has been entered, a significant amount of time will be saved by eliminating the need to re-enter data into a database so that summarized reports of the data from the annual certifications may be extracted.

### **Sub-Committee Updates**

**Rules/Bylaws/Operational Standards & Guidelines Sub-Committee** – Sub-Committee Chair, Shelby Johnson provided copies of the draft Bylaws for review and discussion. Due to a number of recommended required changes, the Board agreed to allow for required updates to be made and an updated draft to be sent to the members for review for final approval at the next meeting on January 16, 2020.

A recommendation was made to establish a finance sub-committee. The recommendation is for the finance sub-committee to have responsibility and authority to review the monthly financial report as submitted by the Board administrator prior to each monthly meeting and thus submit a recommendation to approve the financial report and expenses as approved by the finance sub-committee.

The recommendation for the sub-committee also included that should there be a point in the future where there would not be sufficient business to be conducted that would warrant a monthly meeting, the finance sub-committee could recommend approval of the financial report and expenditures to the Chairman for his approval and signature. The Board agreed that upon approval of the proposed draft bylaws during the next regular meeting on January 16, 2020, the Board will establish a finance sub-committee. Chairman Gary asked Mr. Nye to confirm if the Board is required to vote for approval of the monthly financials and the monthly expenditures since the expenses approved by the Board each month are in compliance with Arkansas Code. Mr. Nye confirmed that approval of the monthly financial reports including monthly expenditures, is required by the full Board. He also shared that should there be a time in the future where there is not sufficient business to warrant travel by members for a face-to-face monthly meeting, the Chairman could call a meeting via conference call for the purpose of approving the monthly financial reports and expenditure report in lieu of a face-to-face meeting.

### **NG911 Implementation Plan Sub-Committee –**

Sub-Committee Chairman Sizemore shared that he feels that we can move forward with drafting an RFI for the ESInet and NG911 Core Services using the subset of RFIs and RFPs from other states that Ms. Hoover has shared with the Board members. The Board requested Ms. Hoover to draft an RFI for the ESInet, NG911 Core Services, and GIS data preparation for integration with NG911 for review at the January 16, 2020 meeting.

### **Consolidation Plan for Funding 77 PSAPs –**

Chairman Gary shared with the Board that through discussions with Brad Nye, Arkansas Office of Attorney General Leslie Rutledge, payments for any consulting

agreements will be required to be funded from the 1.25% Administrative Fund, and that the funds would not be allowed to be paid from the 15% Fund. Mr. Nye shared that due to the language in Arkansas Code § 12-10-305, specifically sets out that any consulting services would be paid from the 1.25% Administrative Fund.

The Board requested Ms. Hoover to draft an RFI for the Consolidation Plan for Funding 77 PSAPs for review at the January 16, 2020 meeting.

Chairman Gary reviewed the requested actions for Ms. Hoover regarding the RFIs for both prior to concluding review and discussion of the items on the meeting agenda.

## **FROM THE FLOOR**

Gary Gray, North Little Rock PSAP, raised concerns regarding calls that have been received in the North Little Rock PSAP by a subscriber of an app called Noonlight. Noonlight uses smartphones, wearables, voice assistants, and other smart devices to monitor a user's safety. Noonlight's alarms are created in two basic ways as follows:

1. **User Initiated:** People can use the app, wearables like Apple Watch, and even voice assistants like Amazon Alexa to trigger a panic-type alarm directly. This alarm is initiated directly by the user who knows or believes there is danger.
2. **Device Initiated:** People also connect smart devices to Noonlight that can create an alarm even if the user is unable to do so directly, similar in concept to a traditional burglar or fire alarm system. Noonlight lets people use all sorts of new and more mobile technology than a simple door sensor to protect what matters most both in and outside the home.

Noonlight claims that, in all cases, alarms are centrally monitored, and calls do not come into the PSAP until Noonlight has validated that emergency services are needed.

Noonlight claims that their operators will then call the PSAP and provide call takers with:

1. A description of the call type and caller
2. Highly accurate location data – often within 5 meters
3. Relevant information from the user's profile and connected devices
4. How to see the active alert, complete with live location tracking, at [SendPolice.com](http://SendPolice.com)

Mr. Gray raised the concern that when the call taker(s) in the North Little Rock PSAP received the calls from Noonlight, they were instructed to enter a web address ([SendPolice.com](http://SendPolice.com)). Because there had previously been no notification to Arkansas PSAPs by Noonlight that this product was available to consumers in Arkansas, the 911 telecommunicators had received no training on how to handle these calls, and all previous training to 911 telecommunicators related to cybersecurity would be to refrain from entering into their system a web address that was not previously validated to be safe

to use. There were a number of other concerns that were also raised with one regarding the possibility of a violation of Arkansas Code which prohibits alarm companies from routing alarm calls into the PSAP. Upon request, Mr. Nye agreed to do some research and provide feedback to the Board at the January meeting.

The next meeting has been scheduled at 1:00 p.m. on Thursday, January 16, 2020 at ADEM (Arkansas Division of Emergency Management). The date, time, and location of the Arkansas 911 Board meetings will continue to be posted on the Arkansas Public Meetings calendar.

There being no further business to come before the Board, a motion to adjourn the meeting carried.

  
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Chairman