



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB  
3060-1122  
Expires: March 31, 2018  
Estimated time per response: 10-55  
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

**A. Filing Information**

**1. Name of State or Jurisdiction**

State or Jurisdiction
Arkansas

**2. Name, Title and Organization of Individual Filing Report**

Name	Title	Organization
Renee Hoover	Administrator	Arkansas Emergency Telephone Services Board



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**B. Overview of State or Jurisdiction 911 System**

- 1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2014:**

PSAP Type <sup>1</sup>	Total
Primary	102
Secondary	25
<b>Total</b>	126

- 2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:**

Number of Active Telecommunicators	Total
Full-Time	1,002*  *Does not include data for the follow counties/PSAPs that have not yet submitted the 2015 PSAP Certification:  Chicot, Cross, Dallas, Lafayette, Lincoln, Miller County-SO, Ouachita, & Prairie
Part-time	176*

<sup>1</sup> A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014\\_2014072.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf).

<sup>2</sup> A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



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	<p>*Data does not include data for the follow counties/PSAPs that have not yet submitted the 2015 PSAP Certification:</p> <p>Chicot, Cross, Dallas, Lafayette, Lincoln, Miller County-SO, Ouachita, &amp; Prairie</p>
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**3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

<b>Amount</b> (\$ )	<b>\$45,222,240.75*</b>
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**3a. If an amount cannot be provided, please explain why.**

<p>*Data does not include data for the following counties/PSAPs that have not yet submitted the 2015 PSAP Certification: Chicot, Cross, Dallas, Lafayette, Lincoln, Miller County-SO, Ouachita, &amp; Prairie</p>
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**4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.**

Type of Service	Total 911 Calls
Wireline	279348*
Wireless	2,352,284*
VoIP	Unknown
Other	54
<b>Total</b>	<b>2,631,686</b>

\*Data does not include data for the following counties/PSAPs that have not yet submitted the 2015 PSAP Certification:  
Chicot, Cross, Dallas, Lafayette, Lincoln, Miller County-SO, Ouachita, & Prairie





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No.

**2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.**

- The State collects the fees .....
- A Local Authority collects the fees .....
- A hybrid approach where two or more governing bodies  
(e.g., state and local authority) collect the fees .....

**3. Describe how the funds collected are made available to localities.**

The 911 surcharge for wireline service is remitted to each respective county treasurer each month by the service provider(s).

The 911 surcharge for wireless post-paid service, VoIP, and non-traditional service is remitted to the Arkansas Emergency Telephone Services Board monthly.

The 911 surcharge for prepaid service is collected at the point of sale and remitted to the AR Dept. of Finance and Administration monthly with the Sales & Use Tax. The DF&A then remits to the AR Emergency Telephone Services Board monthly.



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**D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
<b>Jurisdiction</b>	<b>Authority to Approve Expenditure of Funds</b> <i>(Check one)</i>	
	<b>Yes</b>	<b>No</b>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local <i>(e.g., county, city, municipality)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)</b>		
<p>1) The State (Arkansas Emergency Telephone Services Board) has authority to approve requests for reimbursement of maintenance costs for each county/PSAP. (Note: Requests are submitted annually.)</p> <p>2) The State (Arkansas Emergency Telephone Services Board) has authority to approve requests for reimbursement of equipment upgrade costs. (Note: A copy of the vendor cost estimates are submitted for pre-approval prior to the upgrade, and the request is resubmitted with a copy of the vendor invoice upon completion of the equipment upgrade for final approval and remittance.)</p>		

**2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one.***

- Yes .....
- No .....

**2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**



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*A.C.A. § 12-10-323*

Title 12 Law Enforcement, Emergency Management, And Military Affairs  
Subtitle 2. Law Enforcement Agencies And Programs  
Chapter 10 Communications Systems  
Subchapter 3 -- Arkansas Public Safety Communications Act of 1985

A.C.A. § 12-10-323 (2014)

**2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**



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**E. Description of Uses of Collected 911/E911 Fees**

**1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

- 1) The AR ETS Board distributed 83.5% of the surcharge collected (wireless post-paid, VoIP, and prepaid) to each county and/or PSAP as established by each local jurisdiction for use at the discretion of each local jurisdiction according to A.C.A. § 12-10-323.
- 2) The AR ETS Board reimbursed each county and/or PSAP as established by each local jurisdiction a portion of the annual maintenance cost. The allowable reimbursement amount for each jurisdiction is determined based on the wireless call percentage for each jurisdiction.
- 3) The AR ETS Board reimbursed equipment upgrade costs to counties/PSAPs (if funds have not previously been expended by the county/PSAP) based on the wireless call percentage for the respective county/PSAP. *(Note: During the 2009 legislative session, existing code was amended to increase the quarterly PSAP distribution amount to 83.5% of the total amount remitted to the AR ETS Board. As a result of this change, funding for reimbursement of 911 equipment costs would no longer be available. At the time of the 2009 legislative change, a snapshot of the funds available for reimbursement was taken, and the AR ETS Board agreed that to ensure that the funds held were distributed fairly and equitably between the PSAPs the fund would be divided between the counties/PSAPs based on population. A database file was established reflecting the amount that was available for each county/PSAP, and that file has been updated and maintained as each county/PSAP has submitted requests for reimbursement as 911 equipment upgrades have been completed.)*
- 4) ACT 442 of the 2013 Legislative Session created the Arkansas 911 Rural Enhancement Program Fund to assist in the advancement of goals for universal 911 service throughout the state. The Arkansas Calling Plan Fund was to receive a maximum of four million five hundred thousand dollars (\$4,500,000) per year to assist in funding the provision of calling plans in telephone exchanges in the state. Also there was created an AHCF allocation from the Arkansas Call Plan Fund to be known as the "Arkansas 911 Rural Enhancement Program Fund". The Arkansas 911 Rural Enhancement Program Fund received a maximum of three million dollars (\$3,000,000) per year to:
  - (A) Advance the goals of universal service and help ensure that rural areas within the State of Arkansas had access to 911 services as comparable to 911 services in urban areas within the state; and
  - (B) Provide funding to:
    - (1) The statewide Smart911 system established in Acts 2012, No. 213;
    - (2) The SmartPrepare System; and
    - (3) 911 administrative systems for 32 emergency management under the Arkansas Emergency Services Act of 1973, § 12-33 75-101 et seq





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Three million dollars (\$3,000,000) was to be transferred annually from the AHCF to the Arkansas Department of Emergency Management on a quarterly basis for the Arkansas 911 Rural Enhancement Program to fund:

- (A) The statewide Smart911 system in the amount of six hundred thousand dollars (\$600,000) annually;
- (B) The SmartPrepare System in the amount of two hundred twenty-five thousand dollars (\$225,000) annually;
- (C) The 911 administration system for emergency management under the Arkansas Emergency Services Act of 1973, § 12-75-101 et seq., in the amount of one hundred seventy-five thousand dollars \$175,000 annually; and
- (D) Arkansas counties for 911 public safety answering points in the amount of two million dollars (\$2,000,000) annually.
  - The \$2,000,000 for the counties was to be distributed based on county population as follows:
    - (1) The twenty-five (25) least-populated counties received equal portions of fifty percent of the available funds;
    - (2) The next twenty-five (25) least-populated counties received equal portions of thirty-five percent (35%) of the available funds; and
    - (3) The remaining twenty-five (25) counties shall receive equal portions of fifteen percent (15%) of the available funds.

County population was calculated based on current data from the Geography Division of the United States Bureau of the 27 Census.



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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Grant Programs</b>		<input type="checkbox"/> If Yes, see 2a.	<input checked="" type="checkbox"/>
<b>2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			



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**F. Description of 911/E911 Fees Collected**

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	amount up to five percent (5%) or for any counties with a population fewer than 27,500 the amount may be up to twelve percent (12%) of the tariff rate (Note: Four Arkansas Counties have not levied the wireline surcharge.)	County
Wireless	\$0.65	State – AR ETS Board
Prepaid Wireless	\$0.65 (per transaction at point of sale)	State – AR DF&A – Remitted to AR ETS Board
Voice Over Internet Protocol (VoIP)	\$0.65	State – AR ETS Board
Other		

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.



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Service Type	Total Amount Collected (\$)
Wireline	\$6,918,253.73*
Wireless	\$14,979,871.65
Prepaid Wireless	\$3,392,664.43
Voice Over Internet Protocol	Included in Wireless revenue and Wireline revenue
Other	
<b>Total</b>	

\*Wireline Revenue reported above reflects the wireline revenue as reported by counties/PSAPs that have submitted 2015 PSAP Certifications to the AR ETS Board, but it does not include wireline revenue received by the following counties/PSAPs that have not yet submitted the 2015 PSAP Certification:

Chicot, Cross, Dallas, Lafayette, Lincoln, Miller County-SO, Ouachita, & Prairie

**2a. If an amount cannot be provided, please explain why.**

**3. Please identify any other sources of 911/E911 funding.**

Question	Yes	No
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<b>4. For the annual period ending December 31, 2014, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b>		



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<b>5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.</b>	<b>Percent</b>
State 911 Fees	\$16,024,294.65
Local 911 Fees	\$6,918,253.73
General Fund - State	
General Fund - County	\$16,348,718.18
Federal Grants	
State Grants	



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**G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

Question	Yes	No
<b>1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? <i>Check one.</i></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If No, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i></b>	



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**H. Oversight and Auditing of Collection and Use of 911/E911 Fees**

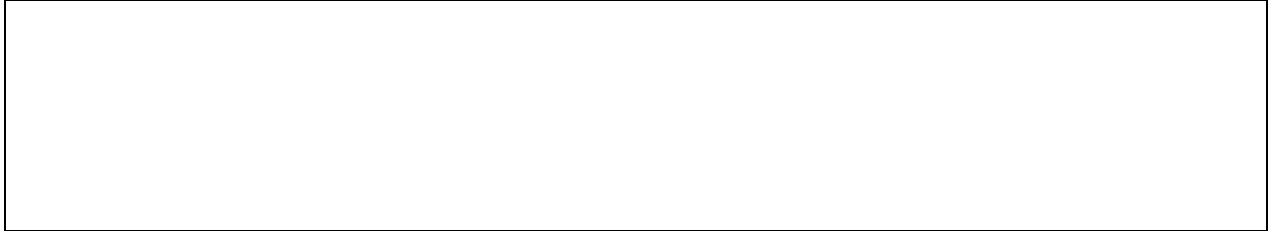
Question	Yes	No
<b>1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1a. If yes, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)</b>		

Question	Yes	No
<b>2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2a. If yes, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)</b>		





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**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**1a. If yes, in the space below, please cite any specific legal authority:**

*A.C.A. § 12-10-323*

**(A)** The engineering, installation, and recurring costs necessary to implement, operate, and maintain a 911 telephone system;

**(B)** The costs necessary for forwarding and transfer capabilities of calls from the 911 public safety communication center to dispatch centers or to other 911 public safety communication centers;

**(E)** Purchase, lease, operation, and maintenance of consoles, telephone and communications equipment owned or operated by the political subdivisions and physically located within and for the use of the 911 public safety communication center, and radio or microwave towers and equipment with lines that terminate in the 911 public safety communication center;

**(F)** Purchase, lease, operation, and maintenance of computers, data processing equipment, associated equipment, and leased audio or data lines assigned to and operated by the 911 public safety communication center for the purposes of coordinating or forwarding calls, dispatch, or recordkeeping of public safety and private safety agencies for which the 911 public safety communication center is the public safety answering point and to provide information assistance to those agencies;

**(G)** Supplies, equipment, public safety answering point personnel training, vehicles, and vehicle maintenance, if such items are solely and directly related to and incurred by the political subdivision in mapping, addressing, and readdressing a 911 system;

Question	Yes	No



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<b>2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2a. If yes, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>		



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<b>3. For the annual period ending December 31, 2014, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.</b>					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local ( <i>e.g.</i> , county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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**4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.**

N/A
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Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	0
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?</b>	8-15



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**J. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	Unknown

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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**K. Measuring Effective Utilization of 911/E911 Fees**

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

N/A – A Blue Ribbon Committee has been established to study 911 throughout the State of Arkansas.