



Arkansas Interoperable Communications Annual Status Report

Fall 2011

Interoperability

- ▶ There is no magical finish line to interoperability. Interoperability is a process that has to be continually encouraged.
 - 2011 Chris Essid, Director, Office of Emergency Communications
- ▶ All you need to know about communications interoperability you should have learned in kindergarten. It's called sharing.
 - Eric Holdeman, Emergency Management Magazine

Interoperability

Arkansas Overview

- The diverse weather in Arkansas tests AWIN each year. The AWIN team works to protect the system from weather related outages by being proactive in monitoring the sites and dispatching maintenance crews.
- AWIN participated in the 2011 National Level Exercise. This exercise simulated an earthquake on the New Madrid Fault; the center of the quake was at Marked Tree, Arkansas.

Arkansas Interoperability Vision

The State of Arkansas will lead the nation in providing the ability for stakeholders to seamlessly exchange information on demand, in real time and when needed in order to protect lives and property. Arkansas will achieve this vision by 2017.

Interoperability

Arkansas Overview

➤ 2011 Projects and Exercises

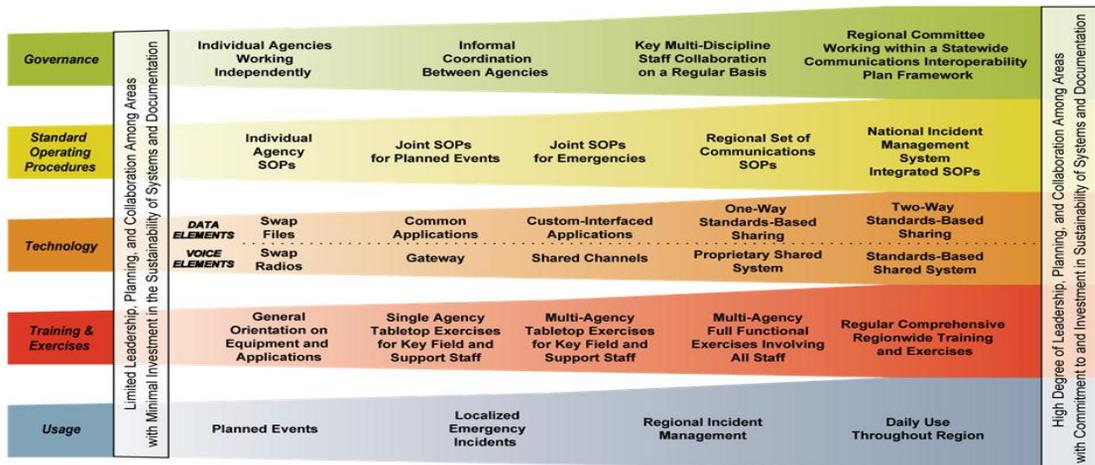
- Participated in National Level Exercise 2011
- Expanded – 3 new AWIN sites; Harrisburg, Star City and Preston Ferry
- Informed – AWIN provided information to affected counties and cities about the narrowbanding deadline
- Enhanced interoperability - AWIN is now interoperable with Oklahoma, Gulf Coast States and the National Weather Service in Oklahoma
- Expanded - Third Zone Master site brought online
- Completed - Department of Health Trauma Project Phase I completed
- Moved - Jonesboro Repeater site move began

DHS/OEC Interoperability Continuum

Developed with practitioner input by the Department of Homeland Security's SAFECOM program, the Interoperability Continuum is designed to assist emergency response agencies and policy makers to plan and implement interoperability solutions for data and voice communications. This tool identifies five critical success elements that must be addressed to achieve a sophisticated interoperability solution: governance, standard operating procedures (SOPs), technology, training and exercises, and usage of interoperable communications. Jurisdictions across the Nation can use the Interoperability Continuum to track progress in strengthening interoperable communications.



Interoperability Continuum



The following sections of this report reflect what has been achieved in Arkansas this year, what is planned for the coming year and how those achievements align with the Interoperability Continuum.

Interoperability Continuum

» Governance

Governance

Executive Committee

- Updated AWIN Strategic Plan
- Hosted Third Annual Arkansas Interoperability Conference
- Updated New Project Process
- Completed Reporting NECP Goal 2 Results
- Notified Cities and Counties about the Narrowbanding deadline and provided information to aid local agencies to complete narrowbanding

Governance

New Cities Joining AWIN in 2011

- Grapevine Fire Department
- Bay Fire Department
- Ward Police and Fire Departments
- Cove Creek Fire Department
- Lake Maumelle Volunteer Fire Department
- Holly Grove Police Department
- Hope Police Department
- Concord Police Department
- Lewisville Police Department
- Malvern Police Department
- Greenbrier Police Department

Governance

New County Agencies Joining AWIN in 2011

- Cleveland County Sheriff
- Carroll County Sheriff
- Saline County Sheriff
- Saline County Volunteer Fire
Departments

Governance

State and Federal Agencies Joining AWIN in 2011

- Arkansas State University at Newport
Police Department
- 16th Judicial District Drug Task Force
- Department of Workforce Services
- Homeland Security Investigations
- Arkansas Educational Television

Interoperability Continuum

» **Technology**

Technology

AWIN Status

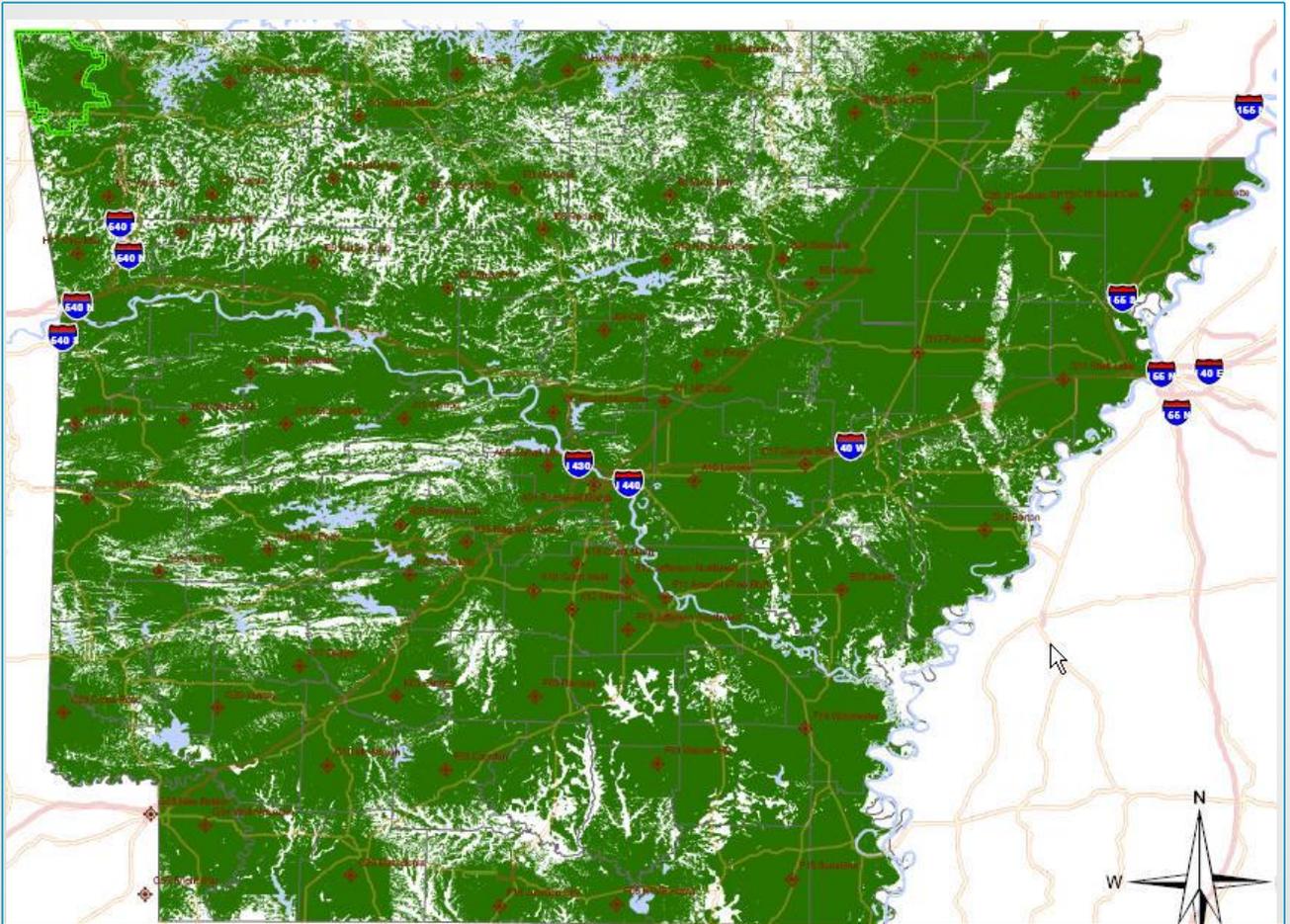
- Narrowbanding
 - Provided information to State and Local officials on approaching deadlines
 - Contacted license holders alert them of the need to update licenses

- Sites On Wheels Usage
 - Chicot County – the SOWs were used during the flooding in Chicot County to augment communications capabilities
 - Wakarusa – Arkansas State Police utilized the SOWs during the Wakarusa Music Festival to help coordinate all law enforcement activities

- FCC Licensing
 - 294 FCC Licenses 294
 - 23 Renewals processed
 - 4 Applications submitted to APCO
 - 5 New Licenses
 - 364 Administrative Updates Processed
 - 3 FAA Studies/Notifications completed

Technology

AWIN Coverage



AWIN has 98% reliability for mobiles in the areas shown in green.

Technology

Large Projects

- City of Fayetteville - added 3 site simulcast system to AWIN
- City of Russellville and Pope County – approved as new AWIN user, will be adding a new site in Russellville and channels to existing sites in Pope County
- City of Jacksonville – approved as new AWIN user, will be adding 1 new site
- City of Little Rock – approved as new AWIN user, will be adding a new 3 site simulcast system that includes Roosevelt, Shinall and a third location

Technology

Large Projects

- Blowout Mountain – 2 channels added
- 3 site additions – Preston Ferry, Harrisburg and Star City
- Zone Controller Master site – Completed the addition of the third master site
- Jonesboro Replacement Project – site was moved

Technology

2012 Goals

- Magnet Tower – replacement of aging tower
- Maintain AWIN Radio Information (MARI) – new database accessible via the web that will allow AWIN users to maintain inventory and check on status of radio programming requests
- New AWIN Website – online on February 7, 2012
- Public Safety Broadband – develop a statewide public safety wireless broadband strategy that reflects Arkansas' requirements and needs as a rural state
- Trauma project – Phase II

Interoperability Continuum

» **Training and
Exercise**

Training and Exercise

- National Level Exercise
 - Vendors participated
 - Counties participated
 - Agencies participated

- ARFOG
 - Work began on the Arkansas Field Operations Guide (ARFOG); ARFOG is based on the NIFOG but will focus on Arkansas frequencies and guidelines

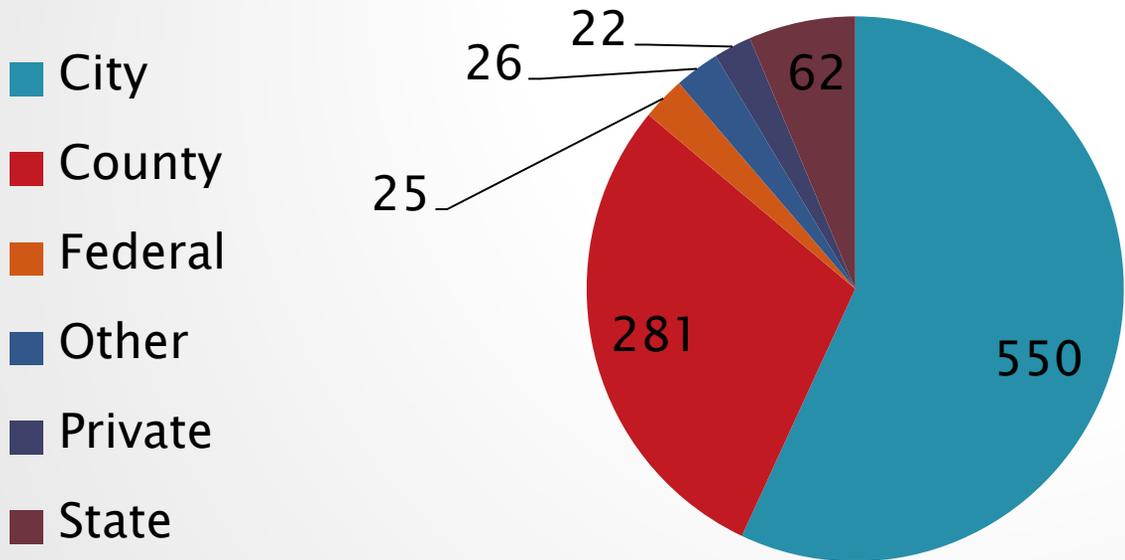
Interoperability Continuum



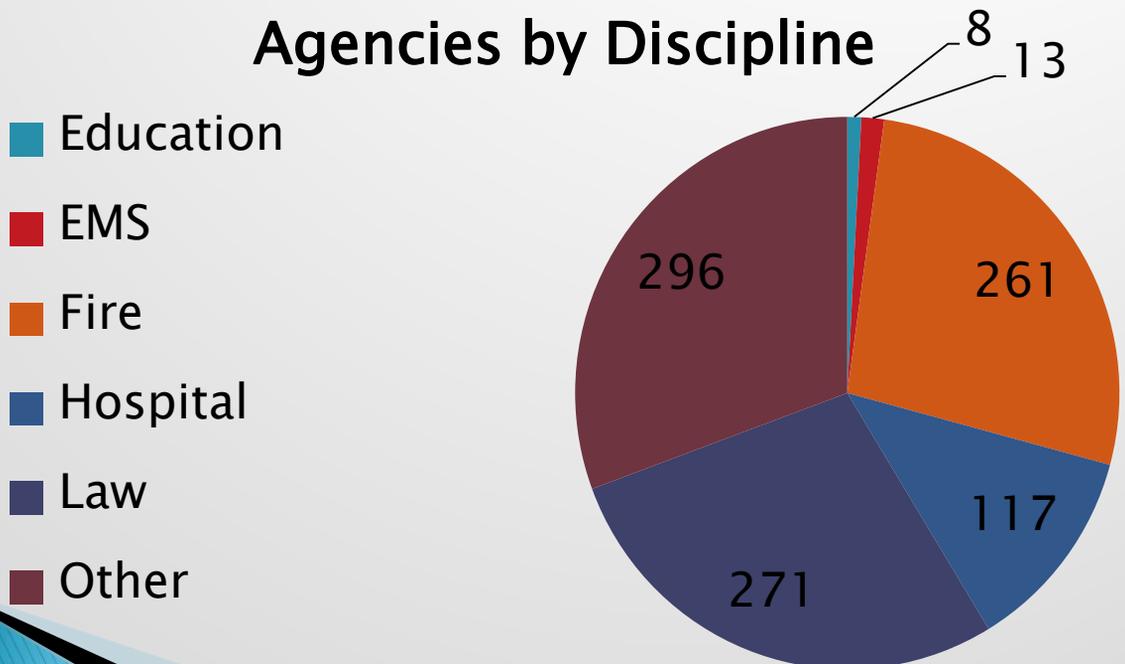
Usage

Usage

Agencies By Type



Agencies by Discipline



Usage

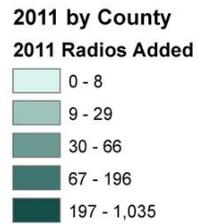
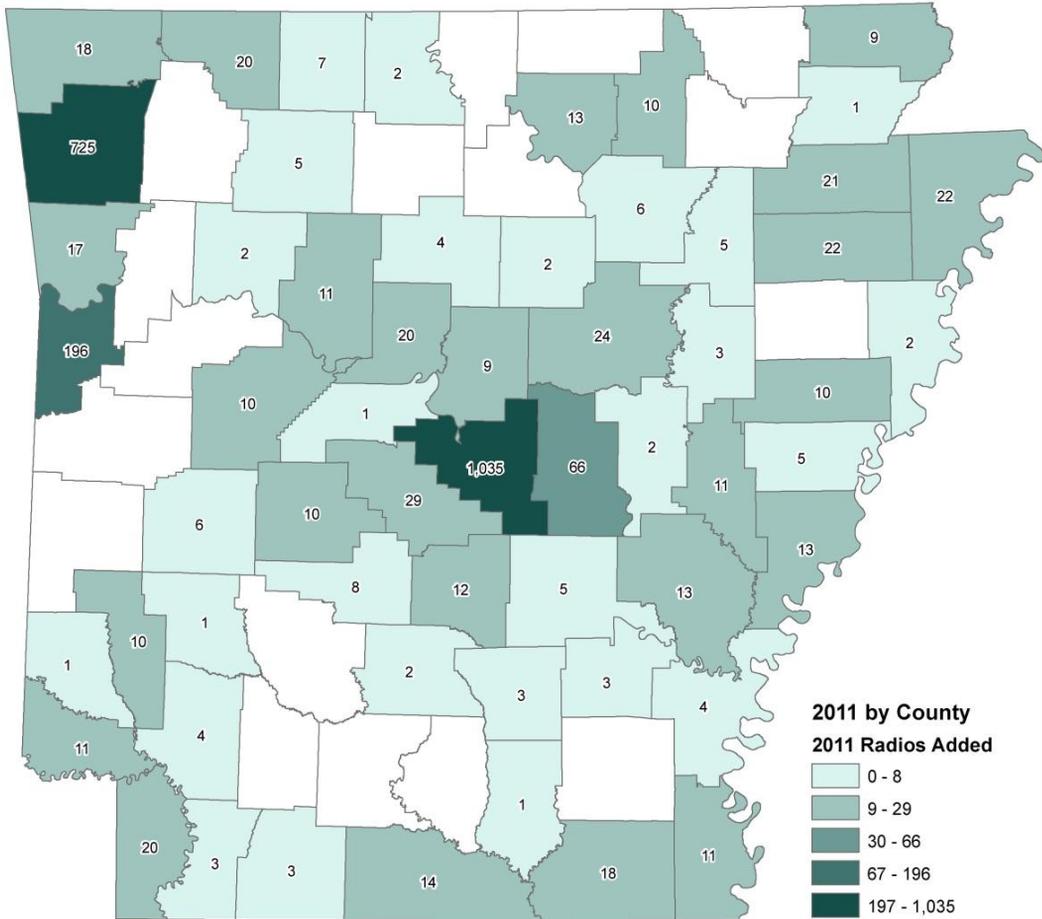
Map Date: March 3, 2012

2011 Radios Added



2,521

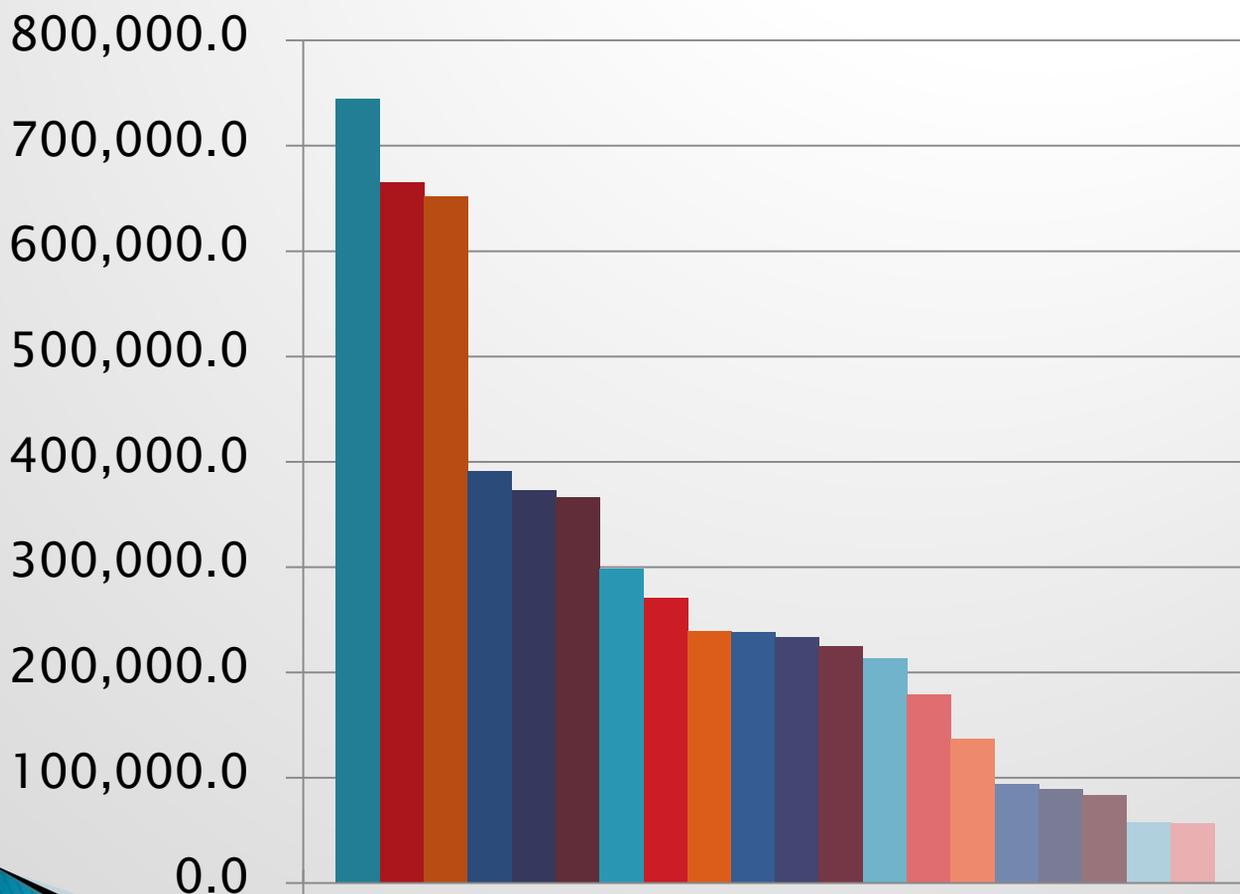
Total Radios added to the System



H:\Projects\LD08013\2011RadiosAdded.mxd

Usage

- ASP Troop A South
- Pine Bluff Police Dept
- Jefferson County Sheriff's Office
- ASP Troop A North
- Faulkner County Sheriff's Office
- Arkansas Highway Patrol District 5 (AHTD)
- Arkansas Highway Patrol District 1 (AHTD)
- ASP Troop K
- Lonoke County Sheriff's Office
- Arkansas Highway Patrol District 2 (AHTD)
- Arkansas Highway Patrol District 3 (AHTD)
- Saline County OEM / Sheriff's Office
- Cabot Police Department
- Ashley County OEM / Sheriff's Office
- ASP Troop E
- Desha County OEM / Sheriff's Office
- ASP Troop G
- ASP Troop F
- ASP Troop H
- Arkansas Highway Patrol District 4 (AHTD)



Top 20 Talkgroups in minutes used

Usage

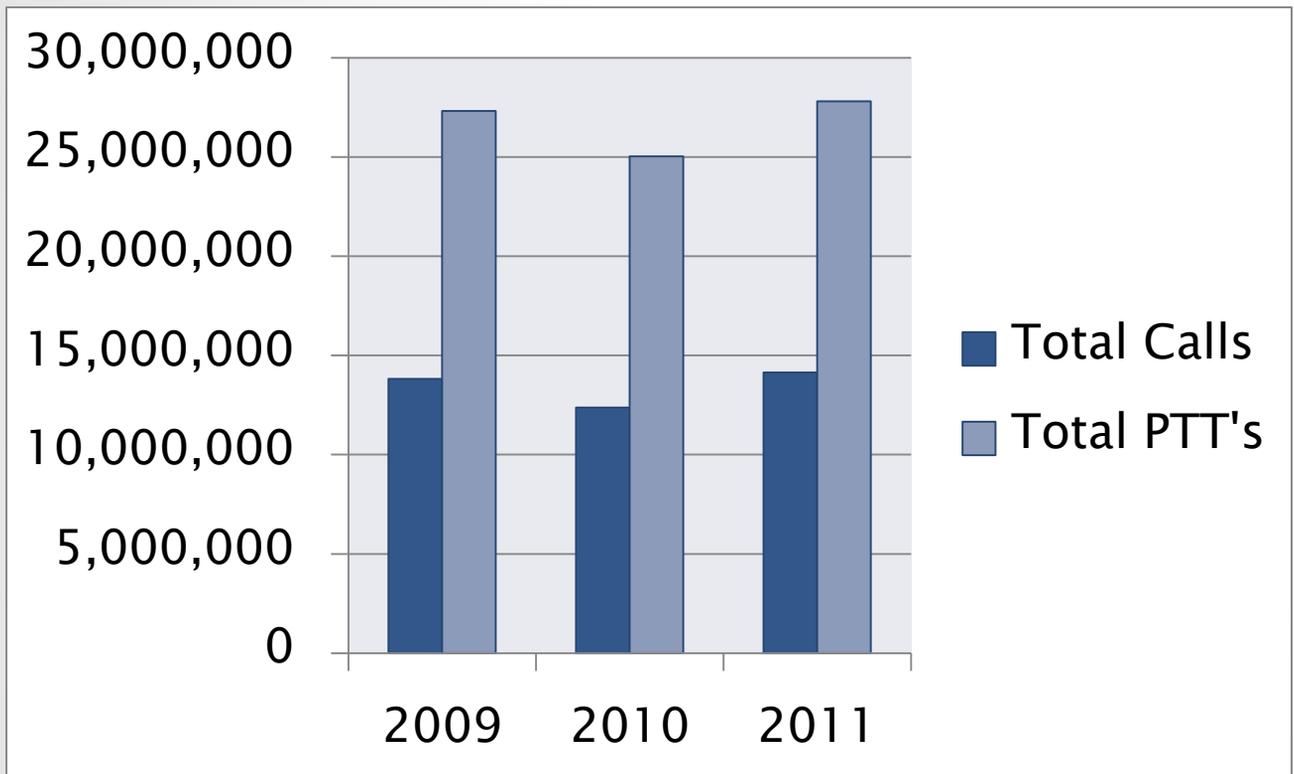
Talkgroups Added in 2011

95 new talkgroups added in 2011

- Rogers Fire Department
- Carroll County for Eureka Springs Police Department
- Clark County Office of Emergency Management
- Cleburne County Sheriff's Office
- Rockport Police Department
- 16th Judicial Drug Task Force
- Arkansas Department of Health Trauma Project
- Oklahoma Weather
- Oklahoma Mutual Aid
- Gulf Coast Interoperability
- Arkansas Electric Cooperative Corporation
- United States Army Corps of Engineers
- United States Coast Guard
- City of Fayetteville
- University of Arkansas at Fayetteville

Usage

2011 System Usage Statistics



2011 System Availability: 99.84%

2009 statistics are high because of the ice storm. Agencies that would normally use other means of communication utilized AWIN as primary communication during the 2009 ice storm. The 2011 numbers reflect the number of new agencies using the system. 2011 was a year of huge growth for AWIN.

Usage

2011 System Usage Statistics

- ▶ 2009 total call duration: 45,438 hours
- ▶ 2009 total busy duration: 6 hours
- ▶ 2009 average call duration: 12 seconds

- ▶ 2010 total call duration: 41,307 hours
- ▶ 2010 total busy duration: 5 hours
- ▶ 2010 average call duration: 11 seconds

- ▶ 2011 total call duration: 45,941 hours
- ▶ 2011 total busy duration: 7 hours
- ▶ 2011 average call duration: 12 seconds

Usage

2012 Goals

- Training Goals
 - 2012 Arkansas Interoperability Conference
 - use the forum to provide training for first responders and administrators
- Participate in exercises and events that require interoperability
- Continue providing the highest availability through proactive monitoring and maintenance
- Coordinate with Federal, State and Local agencies to identify their needs and facilitate resolutions



The art of communication is the language of leadership.

- James Humes