



**BENTON COUNTY**  
**OFFICE OF EMERGENCY COMMUNICATIONS**

Benton County 9-1-1



# Benton County

- Founded: September 30<sup>th</sup>, 1836
- Population: 237,297 (2013)
- Area: 880 square miles



# History of 9-1-1 in Benton County

- 1988 – Election resulting in the creation of 9-1-1 Administrative Board and tariff.
- 1989 – Implementation of bi-county 9-1-1 system
- 1994 – Separation of bi-county 9-1-1 system
- 2001 – Implementation of Phase I capability



# History of 9-1-1 in Benton County

- 2004 – Implementation of Phase II capability.
- 2015 – Deployment of Next-Generation capable 9-1-1 system.
- 2015 – Implementation of Text-to-9-1-1 Capability



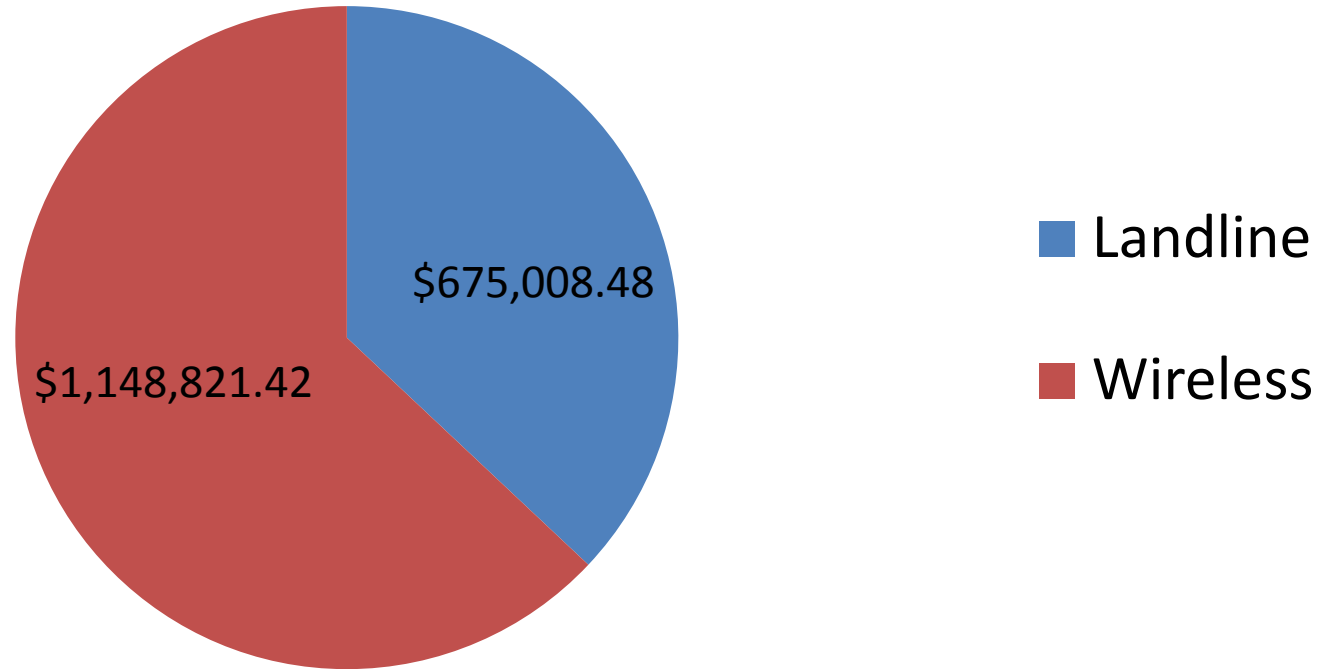
# Funding Overview

- Wireline tariff distributed to 9-1-1 Administration for procurement and operation of county-wide 9-1-1 infrastructure.
- Wireless tariff distributed to PSAP's for operational costs.



# Funding Overview

## 2014 Revenue

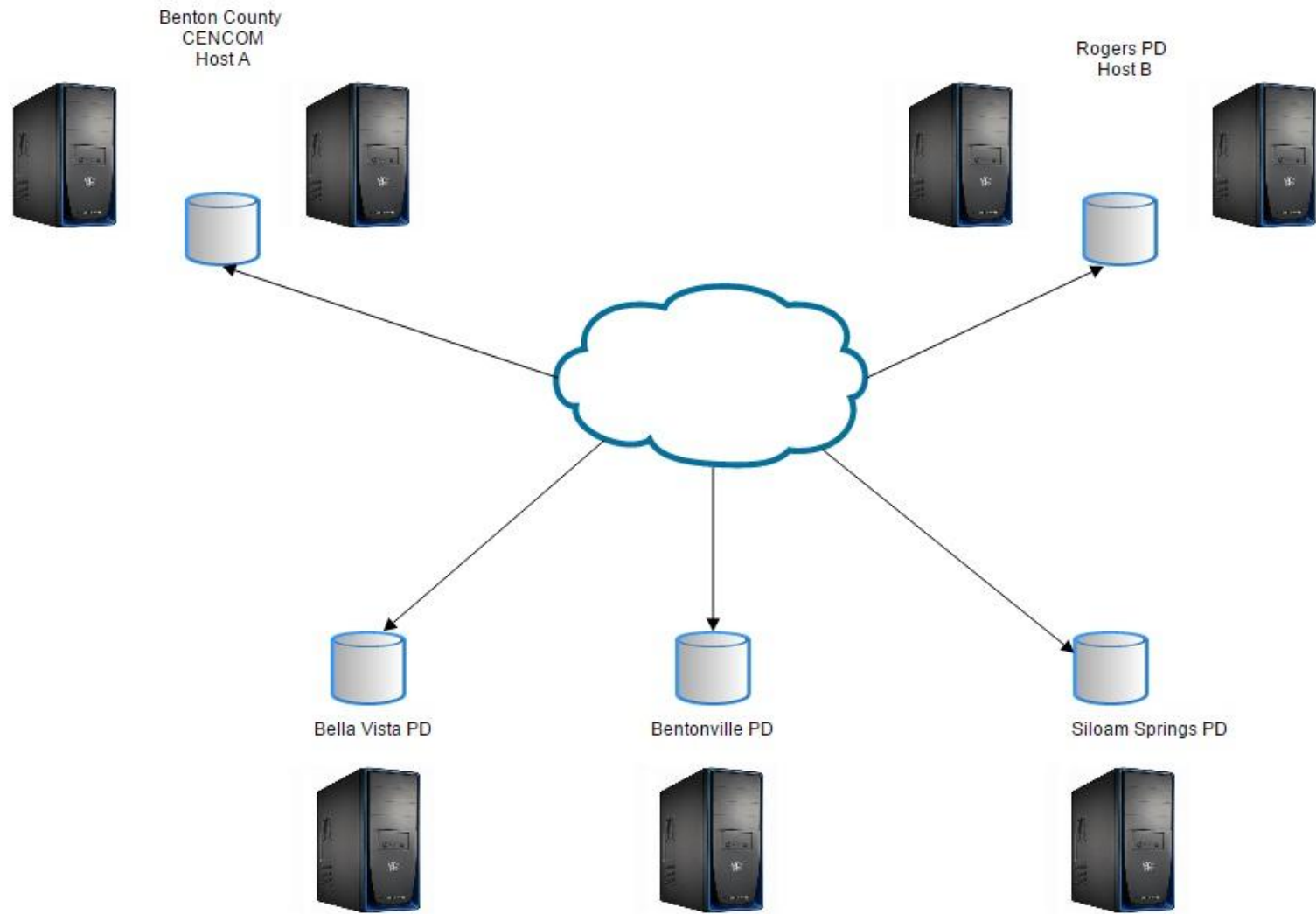


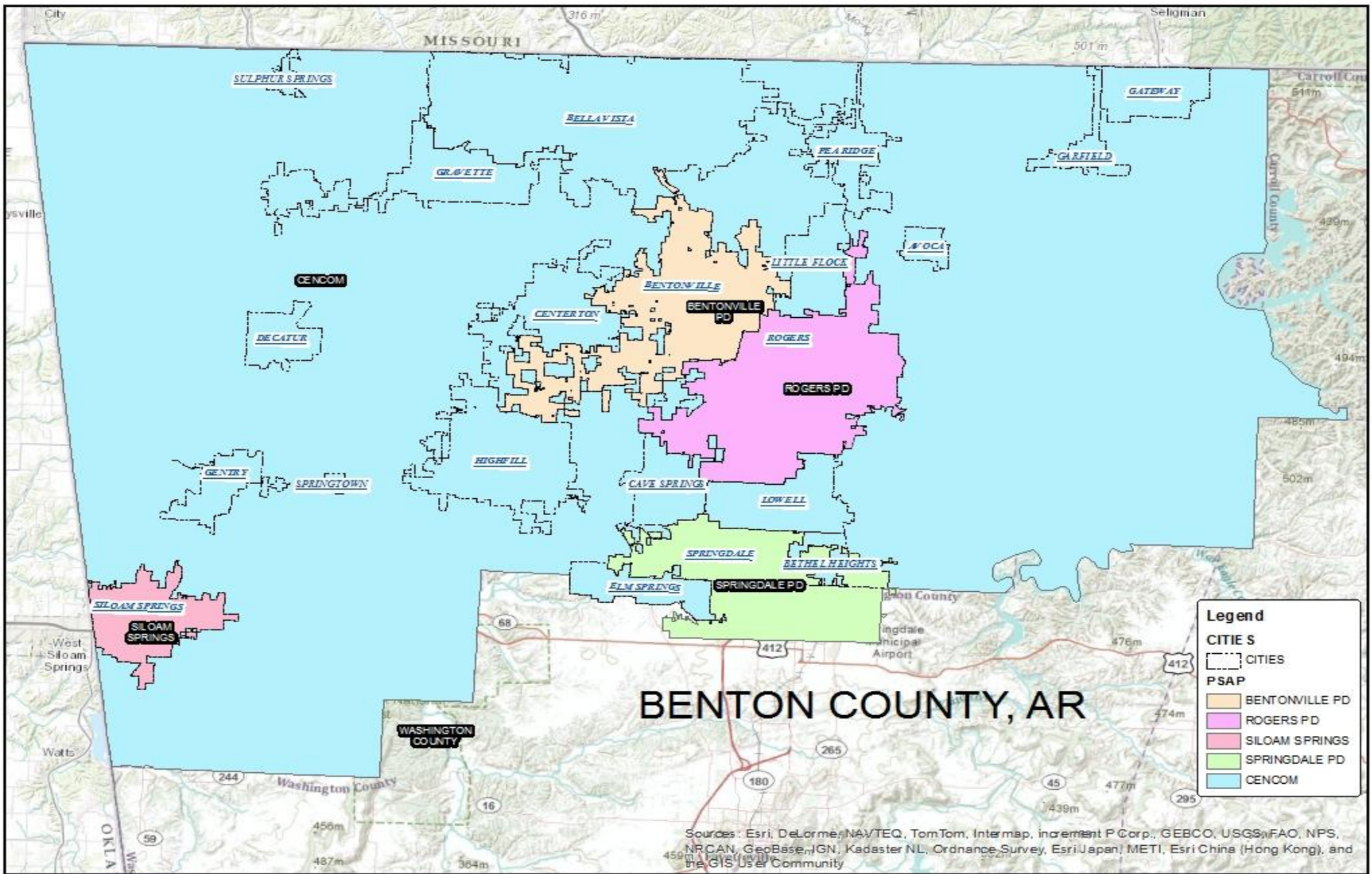
# 9-1-1 System Overview

- Airbus DS Communications Vesta 4.0 complete with Orion Vela Mapping.
- Geo-Diverse System with Dual Hosts.
- 25 Dispatch Positions
- IP Based Solution
- Aurora Analytics
- Mapping MIS
- Real-time Integrity Monitoring
- NENA i3 Compliant



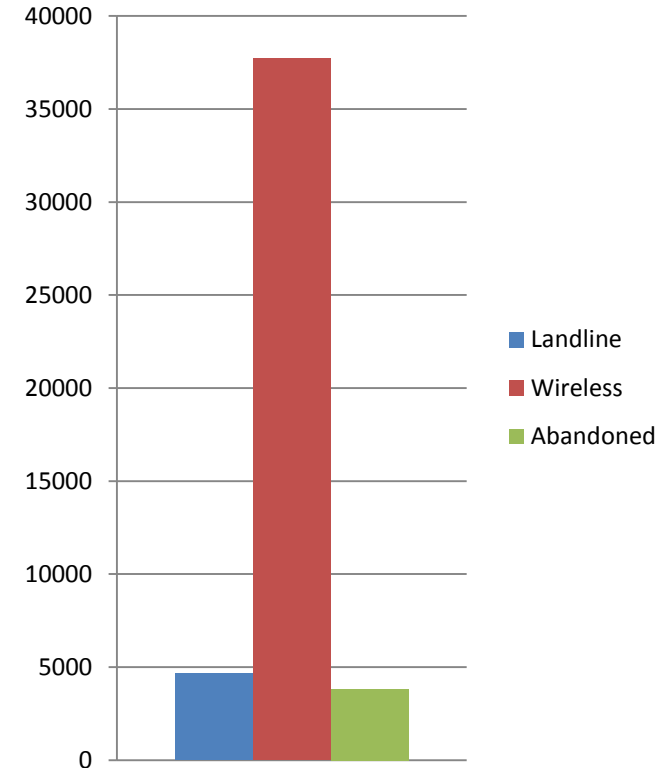






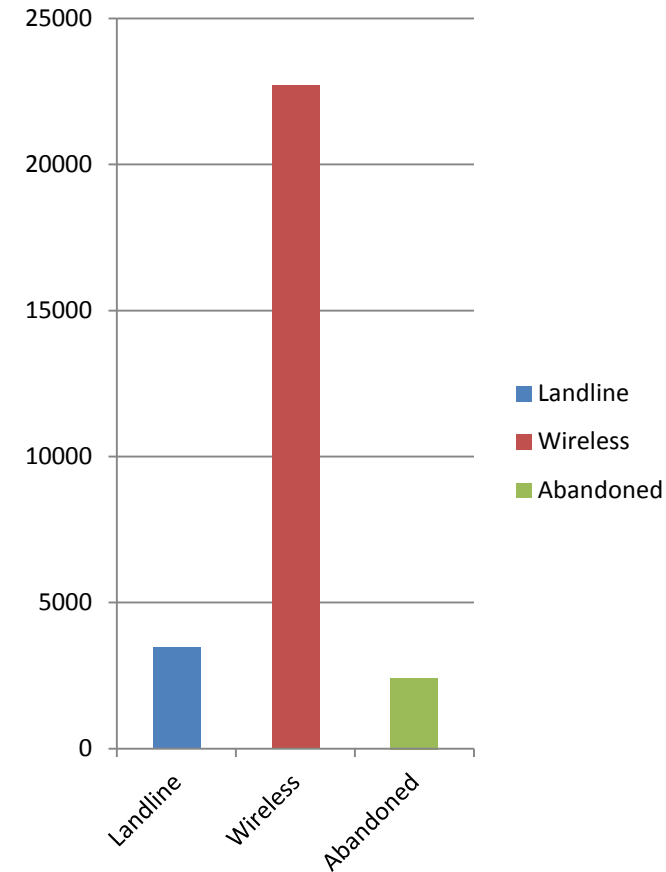
# Benton County Office of Emergency Communications

- Consolidated PSAP
- Multi-disciplinary Dispatch Center
- 33 Staff Members
  - Director
  - Deputy Director
  - 6 Front-Line Supervisors
  - 25 Dispatchers



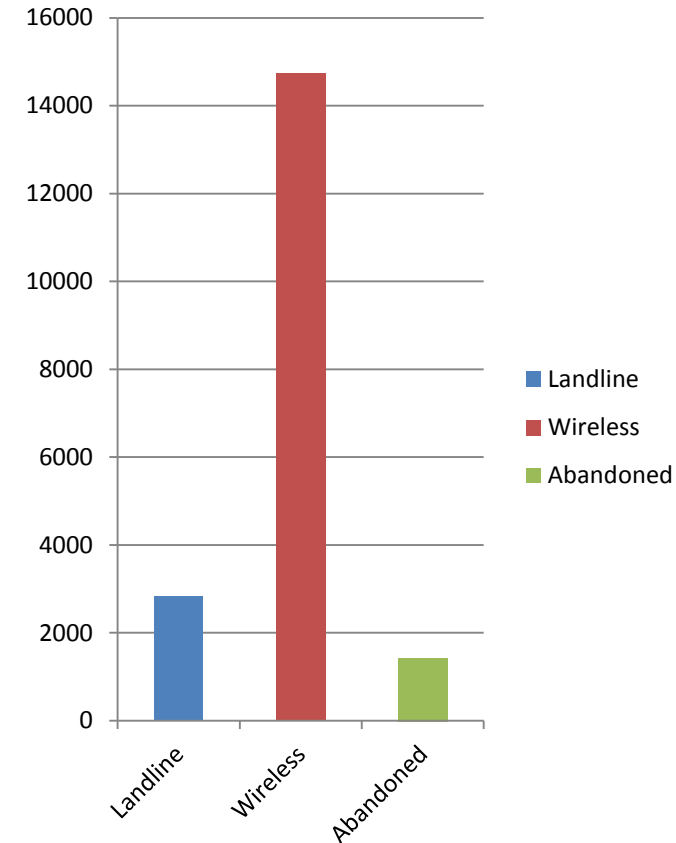
# Rogers Police Department

- Multi-disciplinary Dispatch Center
  - Police, Fire, EMS
- 22 Staff Members
  - Manager
  - 3 Front-Line Supervisors
  - 18 Dispatchers



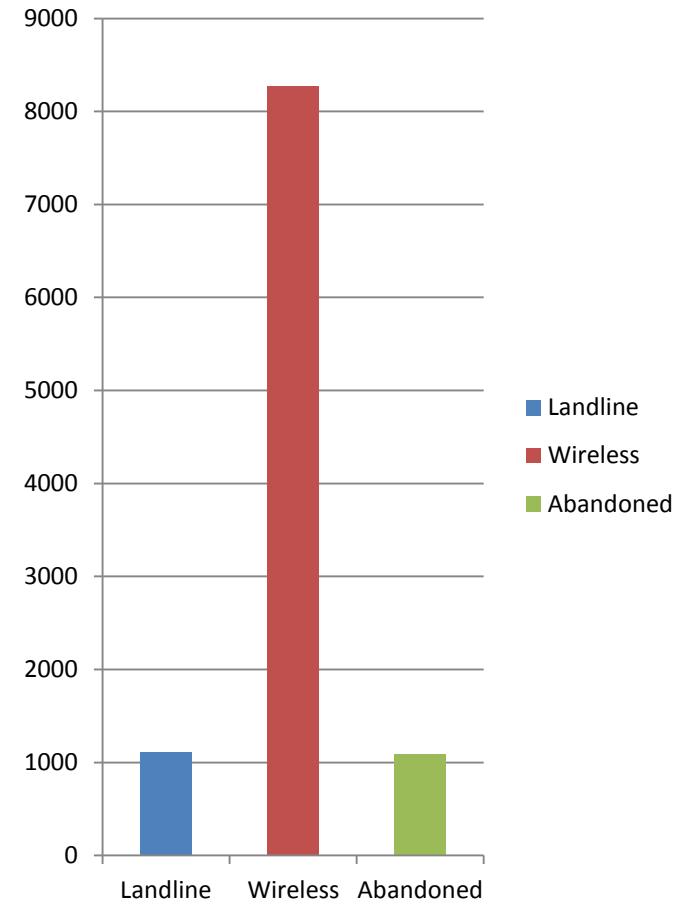
# Bentonville Police Department

- Multi-disciplinary Dispatch Center
  - Police, Fire, EMS
- 21 Staff Members
  - Manager
  - 3 Front-Line Supervisors
  - 18 Dispatchers



# Siloam Springs Police Department

- Multi-disciplinary Dispatch Center
  - Police, Fire, EMS
- 12 Staff Members
  - Manager
  - 3 Front-Line Supervisors
  - 9 Dispatchers



# Benton County OEC Training

- ALETA Basic Telecommunicator
- APCO Public Safety Telecommunicator I
- APCO Emergency Medical Dispatcher
- APCO Fire Service Communications
- NCMEC Best Practices
- FEMA Independent Study Courses: (IS-100, 200, 700, etc.)





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# Questions?

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