

# Arkansas Wireless Information Network



Report to the

Joint Interim Committee on Advanced  
Communications and Information  
Technology

For the period ending December 31, 2007



This report contains the following sections:

**Arkansas Wireless Information Network (AWIN) Program Status** – a short description of the program, a list of the projects related to the program, and achievements of the program for the month. This includes actions taken by the AWIN Steering Committee.

**AWIN Management and Operations Report** -- additional detail on the management and operational issues of the 24/7 AWIN system.

**800 MHz Band Reconfiguration** -- The AWIN system is an 800 MHz system that will require some reconfiguration of the current frequencies. The Federal Communications Commission (FCC) ordered the reconfiguration of the 800 MHz band to avoid potentially life-threatening problems where public safety communications equipment may be rendered inoperable.

**AWIN Continuity of Operations Project (COOP)** – the COOP will ensure that a comprehensive emergency and recovery plan is defined and thoroughly exercised for the AWIN infrastructure.



## Arkansas Wireless Information Network

AWIN is a multiple site, statewide, trunked communications system based on a digital 700/800 MHz system using the Association of Public Safety Communications Officials (APCO) Project 25 (P-25) standard. APCO P-25 is the industry standard for public safety developed to allow any manufacturer's P-25 radios to operate on the system. AWIN provides statewide operations, within the coverage area of the system, for public service entities using P-25 digital 700/800 MHz radios.

This type of system offers entities the following benefits:

- The ability to coordinate communications with other agencies or jurisdictions
- The ability to purchase radios from more than one vendor
- The ability to share resources to enhance communications and control costs

Program Director:

Name: Penny Rubow

Email: penny.rubow@arkansas.gov

Updated: 12/07/07

### PROJECTS

Project Name	Percentage Complete	On Schedule / No Major Issues	Schedule Slipping / Possible Issues	Behind Schedule / Major Issues
800 MHz Band Reconfiguration	64%		X	
AWIN COOP	50%	X		

Detailed information on each project's budget, schedule and scope may be found later in this report.

### Program Funding

The funding information below reflects the funding plan and expenditures for the period of December 2003 through July 2007.

Project	Funding Amount	Actual Expenditures	Unexpended Balance	Commitments	Remaining Balance
CSEPP	\$11,373,412.50	\$11,373,412.44	\$ .06	\$0.00	\$ .06
Command & Control	\$12,979,798.80	\$10,166,430.39	\$2,813,368.41	\$2,813,368.41	\$0.00
Tri-County	\$12,401,220.23	\$12,343,345.53	\$57,874.70	\$57,874.70	\$ 0.00
ASP Network Upgrade (Federal Funds)	\$8,996,179.98	\$8,996,155.35	\$24.63	\$0.00	\$24.63
ASP Network Upgrade (State Funds)	\$31,736,739.01	\$ 30,528,606.01	\$1,208,133.00	\$0.00	\$ 1,208,133.00
	<b>\$77,487,350.52</b>	<b>\$73,407,949.72</b>	<b>\$4,079,400.80</b>	<b>\$2,871,243.11</b>	<b>\$1,208,157.69</b>



### Comments:

**Funding for 800MHz Rebanding:** All expenses for this effort will be negotiated with Nextel, and paid directly by Nextel. The State should not incur any expenses for this effort.

**AWIN COOP:** This is an administrative project and the cost is reported as part of the ASP Network Upgrade (State Funds) described above.

## Program Update

**Statewide Radio Purchasing Agreement.** All bids for this effort were administratively withdrawn by Office of State Procurement due to the information received not being of sufficient quality to provide an adequate analysis of the bids and. The IFB is being reworked and will be re-released.

**Statewide Interoperable Communications Planning.** The Arkansas Statewide Interoperable Communications plan was submitted December 03, 2007. The plan will be reviewed by the Department of Homeland Security during January of 2008.

**Planned Maintenance.** The MAC building will undergo maintenance in February of 2008. AWIN personnel are participating on the planning team to ensure that public safety communications will not be impacted during this maintenance period.

**Emergency Response.** AWIN Management is working on the DIS team that has been chartered to develop emergency response procedures. This team is currently identifying response related tasks and activities, and resources needed to respond to an emergency.

**700MHz Rebanding.** The State of Arkansas must participate in the mandatory band realignment of the 700 MHz spectrum. (This initiative is separate from the Sprint/Nextel 800 MHz Rebanding effort.) The FCC has ruled that all work that will utilize the 700 spectrum must have stopped on August 31, 07. The state of Arkansas is in compliance with this ruling. The State of Arkansas has submitted a petition for waiver to the FCC that will allow the state to proceed with the projects currently underway. The most impacted area has been in the deployment of subscriber units. Motorola has developed a method for programming any new radios deployed in the new band. This method has been tested and is currently in use.

## AWIN Steering Committee

**Statewide Interoperable Communications Planning.** The AWIN Steering Committee reviewed and approved the final version of the Arkansas plan prior to submission to the Department of Homeland Security.

**Public Safety Interoperable Communications grant.** The AWIN Steering Committee reviewed and approved the projects that were submitted for this grant. The projects will be review during January and February 2008 and the state will be notified which projects are approved in March.



## AWIN Management and Operations

The system operation is the management of the 24/7 AWIN system. Issues are reported via the DIS Helpdesk Expert Automation Tool (HEAT) system where the progress is tracked until a resolution has been reached. Extended operational efforts are reviewed and tracked in an effort to maintain system and user impact.

### System Manager:

Name: Bruce Lantz

Email: [Bruce.L.Lantz@arkansas.gov](mailto:Bruce.L.Lantz@arkansas.gov)

Updated: 01/03/08

### MONTHLY HEAT TICKET SUMMARY

Top Call Types	Ticket Count	Comments
Tower Site Maintenance	34	Includes scheduled maintenance, site upgrades and problem reports.
System Infrastructure Issues	19	Includes microwave connections. This number reflects microwave work that is related to the inter-loop expansion.
User Support	16	Includes user calls for assistance with radio equipment
Generator Malfunction	6	
Air Conditioning Malfunction	7	
Month Total	160	

**Comments:** System usage for the month was an average of 22,402 calls (communication between users) per day on the AWIN system. Issues are reported via the DIS Helpdesk Expert Automation Tool (HEAT) system where the progress is tracked until a resolution has been reached. Issue reports generate from system users, technicians and contractors.

### EXTENDED OPERATIONAL EFFORTS

Activity	Start Date	Completion	% Complete	Status

**Comments:**



## MONITORED SYSTEM ISSUES

Issue	System Impact	User Impact	Status
Site Generators	Site back-up power not available	Loss of site use	Generators are being monitored.

### Comments:

## Regulatory Issues

As of EOM Nov 2007, there are 294 FCC licenses for the AWIN System.

**Shell Lake.** The Shell Lake site has one channel that was disabled (leaving 3 channels functioning) due to licensing issues, however, this issue has been resolved and it should be back on the air within the next couple of weeks.

**New Boston.** New Boston currently has three channels disabled pending frequency reviews.

**Jonesboro City Water & Light.** Licenses for the Jonesboro City Water & Light project will be submitted pending completion of a waiver to allow non-public safety frequencies to be used.

**Fort Smith/Sebastian County.** The Fort Smith project is pending a license for the Poteau site to complete their frequency needs. A letter has been received from Sebastian County to relinquish the frequencies to the State for the frequencies that will be used. Sebastian County will turn over the frequencies in approx. Feb 2008. A waiver is in the process of being completed and the application for the license will be submitted within the December time frame.



## 800 MHz Band Reconfiguration

The AWIN system is an 800 MHz system that will require some reconfiguration of the current frequencies.

The FCC ordered the reconfiguration of the 800 MHz band to avoid potentially life-threatening problems where public safety communications equipment may be rendered inoperable or interference may be disruptive to their communications.

### Project Manager:

Name: David Baker

Email: [david.baker@arkansas.gov](mailto:david.baker@arkansas.gov)

Updated: 01/21/08

### SUMMARY

Area	On Schedule / No Major Issues	Schedule Slipping / Possible Issues	Behind Schedule / Major Issues	Reason for Deviation
<b>Schedule</b>	-	X	-	Resolving issues with Frequencies
<b>Budget</b>	X	-	-	-
<b>Scope</b>	X	-	-	-

### SCHEDULE

Of the identified tasks, 64% have been completed. (See comments below)

Phase/Activity	Start Date	End Date	Revised Complete	% Complete	Status
Complete Point-of-Contact Form	08/01/05	08/03/05		100%	Complete
Submit Request for Planning Funding	05/14/06	08/01/06		100%	Complete
Planning Kick-Off	06/19/07	07/05/07		100%	Complete
Frequency Inventory & Study	06/19/07	10/01/07		100%	Complete
Fixed Network Equipment Survey and Inventory	06/20/07	09/24/07		100%	Complete



Subscriber Survey and Inventory	06/20/07	09/10/07		100%	Complete
Suitability Assessment	09/11/07	11/05/07		95%	Behind
Interoperability Planning	07/30/07	10/01/07		100%	Complete
Rebanding Planning	10/02/07	03/06/08		45%	
Proposal Development	03/07/08	05/16/08			
Proposal Acceptance	05/16/08	06/16/08			

**Comments:**

**Schedule:** Proposed frequencies are being analyzed. Request for schedule extension with FCC was granted.

**January Outlook:**

Complete frequency work  
Review for next extension

**BUDGET**

Total Funded	Expenditures to Date	% of Funding Expended	Status
\$615,242.35	\$277,974.17	45%	On Track

**Comments:** All expenditures for this project should be funded by Nextel. The percent expended does not reflect work completed, it is based on a distribution schedule identified in the Sprint/Nextel agreement.

**SCOPE**

Change Request	Schedule Impact	Budget Impact	Status
800Rebanding 1	Extends	None	Granted

**Comments:** This is to meet a requirement with the FCC, planning for the Project Wave Arkansas is in was to be completed by 11/15/2007. Our submitted and approved original schedule was for completion in 06/2008, we filed the waiver to document this date. FCC has granted an extension until February 1<sup>st</sup> 2008. The scheduled will be reviewed for progress and additional waivers filed if necessary.





## AWIN Continuity of Operations

The AWIN COOP Project will ensure that a comprehensive emergency and recovery plan has been defined and thoroughly exercised for the AWIN Infrastructure. This effort will encompass planning for emergency communications and the recovery and restoration of the AWIN System. A Continuity of Operations Plan is critical for systems such as AWIN due to the reliance on the system by first responders throughout the state.

### Project Manager:

Name: Penny Rubow

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Updated: 12/07/07

### SUMMARY

Of the identified tasks, 70% have been completed. (See comments below)

There are 122 days remaining until project completion. (Estimated)

Area	On Schedule / No Major Issues	Schedule Slipping / Possible Issues	Behind Schedule / Major Issues	Reason for Deviation
<b>Schedule</b>	X			
<b>Budget</b>	X			
<b>Scope</b>	X			

### SCHEDULE

Activity	Start Date	Finish Completion	Revised Completion	Percentage Complete	Status
Initiating the COOP Project	10/6/05	10/31/05		100%	Complete
Project Organization	10/6/05	4/21/06	10/31/06	100%	Complete
Risk Assessment	3/10/06	5/23/06		100%	Complete
Mitigation Identification	3/20/06	5/24/06	03/31/07	100%	Complete
Equipment Acquisition	10/01/07	03/31/08		45%	On-Track
Training	12/15/07	03/31/08			Not started
Testing	12/15/07	03/31/08			Not started



Project Close Out	04/01/07	04/30/07			Not started
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**Comments:**

BUDGET

Total Available Funds	Expenditures to Date	% of Funds Expended	Status

**Comments:** This is an administrative project and the cost is reported as part of the ASP Network Upgrade (State Funds) described in the Program Overview.

SCOPE

Change Request	Schedule Impact	Budget Impact	Status

**Comments:** No Change Orders for this reporting period.