Guide to the AWIN Application and Approval Process

PLEASE NOTE: AWIN applications must be completed and submitted by the organization requesting the IDs, *not* by a third party such as a programming shop. AWIN must have direct contact with the User to guarantee accurate information, request clarification when needed, contact for issues, and provide the approval or denial. Third party insertion between AWIN and the User may result in incomplete or missing information, errors, misunderstandings, and/or delays in the application approval process.

Applying for AWIN Radios (Non-Trauma):

The following steps pertain to applications for AWIN radios from all standard (non-EMS, non-Trauma) AWIN Users, including New Users, as well as both part-time and full-time Existing Users.

1. Complete an AWIN New Project Application.

    a. Always download the current version of this application from the AWIN web page on the DPS website, as this form is subject to periodic revision and out-of-date forms will be returned. Quick link: https://www.dps.arkansas.gov/emergency-management/adem/awin/applications/.

    b. Contact the AWIN applications coordinator at for any questions or concerns by email at AWIN.Applications@adem.arkansas.gov, or call (501) 683-0491.

2. Scan and email the signed application form to AWIN.Applications@adem.arkansas.gov.

3. The AWIN applications coordinator will review the application and contact the applicant if any additional information or supporting documentation is needed. Once all requirements are satisfied, the applications coordinator will advance the application to the next step towards determination.

4. Determination of an application for **radio IDs only** (no talkgroups) may be accomplished internally within AWIN or may be subject to review by one or more additional parties, depending on the size and scope of the request. The time frame for response may also vary accordingly, but the following generally apply:

    a. **Applications for up to 20 radio IDs** are approved internally within AWIN. An approval letter is emailed to the agency contact once the IDs are available in our database. The average turn-around-time (TAT) for existing Users is 2 to 5 business days. New AWIN Users require the establishment of a user file and ID range in the AWIN system and may take several additional days. Please inquire about the status of an application if there is no response within two weeks (10 business days) from the date of submission.

    b. **Applications for more than 20 radio IDs** require external approval by the Arkansas Interoperable Communications Executive Committee (AICEC). The AICEC usually meets on the first Thursday of each month, but the AWIN applications coordinator can confirm the next meeting date. Approval notification TAT averages 2-5 business days subsequent to the meeting.

Applying for AWIN Talkgroups:

Applications for **talkgroups and full-time use of the AWIN system** are more complex and vary greatly depending on the size and scope of the request, but the following generally apply:

1. Complete the AWIN New Project Application and follow steps 1 through 3 from above under "Applying for AWIN Radios (Non-Trauma)."

    a. Additional information not included on the AWIN New Project Application will be requested by the AWIN applications coordinator as needed to help AWIN and other reviewing parties to understand the project fully, including but not limited to a breakdown of radios and talkgroups by specific parameters and other operational details that help describe communication needs.

    b. Additional documentation may be requested, including but not limited to a continuity of operations plan, a Motorola proposal for infrastructure requirements, and any Talkgroup Permission Agreements or MOUs determined necessary for the approval process.

    c. The AWIN applications coordinator will provide direction regarding the above requirements and guidance throughout the process. The time frame for final determination depends largely upon the applicant agency's response to AWIN requests.

2. The application and all additional information will be reviewed by the Communications Unit Working Group (COMU), an advisory committee comprised of skilled COMLs. The objective of the COMU is to evaluate the whether the talkgroup(s) requested best meet the apparent communications needs of the applicant organization and make specific recommendations for improvement where needed. The COMU usually meets on the fourth Thursday of each month, but the AWIN applications coordinator can confirm the next meeting date.

3. The application, supporting information, and COMU recommendations are submitted to the AICEC for review at their next available monthly meeting for final determination as follows:

    a. APPROVAL. If the AICEC approves the request, the applicant organization will be sent an "Options Letter," detailing the conditions of approval and required contribution to the AWIN system.

    b. DENIAL. If the AICEC denies the request, the application organization will be sent a letter of explanation for the denial, including suggestions for redress or appeal where applicable.

    c. POSTPONEMENT. If the AICEC determines there is insufficient information to make a determination, they may table their decision until this information is obtained and available at a future AICEC meeting. The applicant organization will be notified.

EMS and Trauma Radios:

About Trauma Radios on AWIN:
The Arkansas Trauma System is administered and maintained by the Arkansas Department of Health (ADH). ADH has strict oversight of its template of six AWIN talkgroups, "Trauma 1-6," commonly referred to as "ADH Trauma" or "Trauma-Comm." AWIN radios that are authorized for and programmed with these trauma talkgroups are called "trauma radios."

According to ADH Trauma Radio Guidelines, "Only Arkansas-licensed, transporting ground and rotor wing air ambulances that are owned by EMS providers participating in the trauma system are allowed to have and utilize AWIN trauma mobile/portable radios."

The Trauma-Comm template is intended primarily for mobile AWIN radios installed in these air and ground ambulances, but some accompanying portable radios may also be approved for Trauma-Comm at the discretion of ADH.

Applying for Trauma Radios:

1. Apply to ADH for the trauma template using the **Trauma AWIN Radio Application** on the ADH website. Quick link: https://healthy.arkansas.gov/programs-services/emergencies-disasters/arkansas-trauma-system/forms-resources/

    a. This application requires identifying information specific to the individual radio and/or trauma transport vehicle or aircraft. It may therefore be necessary to purchase the radio prior to application or work with the vendor the radio is being purchased from to obtain all relevant information.

    b. Email the completed application to adh.trauma@arkansas.gov. For trauma radio guidelines or other questions, contact the trauma grants coordinator at the same email address, or call (501) 661-2084.

    c. The approved trauma application will be emailed back to the customer. AWIN will be copied on the approval email.

2. **Existing Users:** When AWIN receives email notification of a trauma radio approval for an agency already established with AWIN, the approved radio serial numbers will be added to their AWIN User profile and the AWIN User will be notified that they can proceed with programming.

3. **New Users:** When AWIN receives email notification of a trauma radio approval for an agency that does not yet have a profile established with AWIN, the User may be asked to complete an AWIN New Project Application. Once received, the radio(s) will be processed the same as an Existing User (2).

4. If the User has not received an email from AWIN within 5 to 7 business days following ADH Trauma approval, please contact the AWIN applications coordinator by email at AWIN.Applications@adem.arkansas.gov, or call (501) 683-0491.