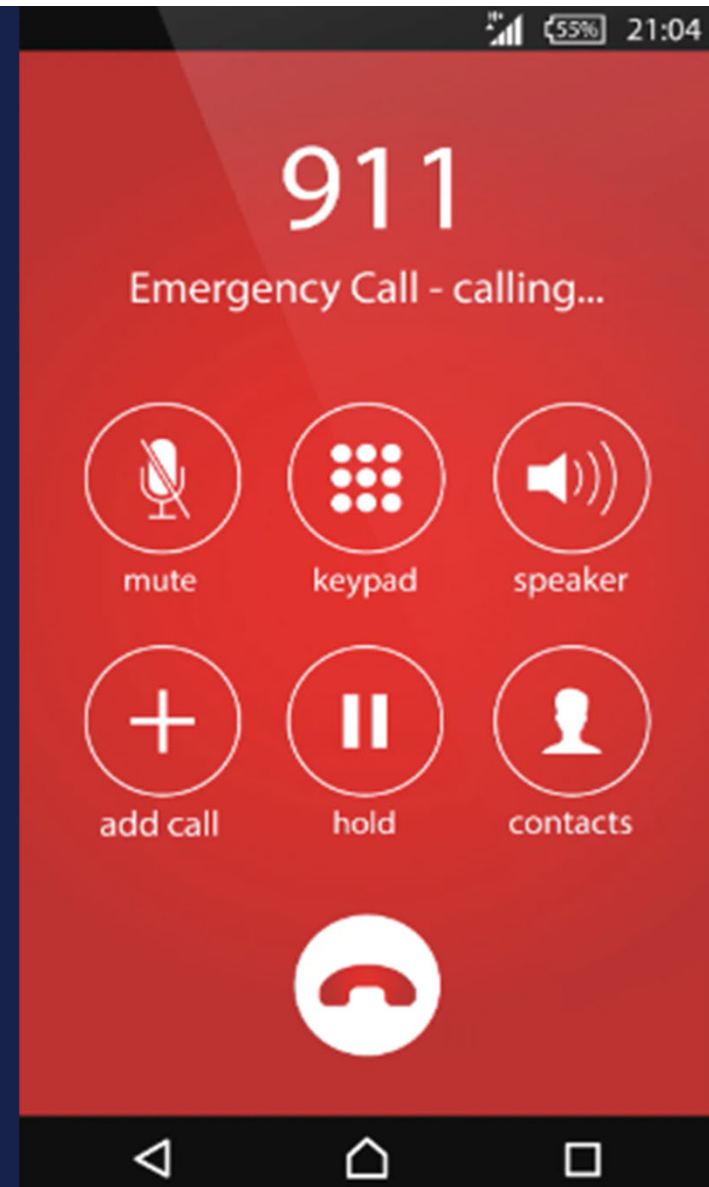


Public Safety Communications Department

Law Enforcement – Fire – Medical



Public Safety Communications



Agenda

Tammy Goggia-Cockrell

- Introduction
- Core Values
- Scope
- Performance Points
- Organization Chart
- FY26 Key Accomplishments
- Expenditures Summary
- Capital Project Fund Summary
- FY27 New Initiatives
- Long Term Issues and Concerns
- Thank You



Introduction



Our mission is to enhance the quality of life of the Kenai Peninsula Borough citizens by serving as the communications link between the citizen and the public safety services. We will strive to handle all 911 and other calls for service in a prompt, courteous, professional manner. We recognize that service is our one and only product and we share a common, ongoing goal to provide it at the highest professional level. We recognize that our strength and success are tied directly to the unique contributions of each of us working in the spirit of cooperation and teamwork.



Core Values

S - SERVICE

P - PRESERVATION

S - SUPPORT

C - CHARACTER

C - COMMITMENT

These values embody the essence of a public safety telecommunicator. SPSCC provides superior public safety dispatch services in a skilled, expedient and respectful manner to the citizens and agencies we serve. With a commitment to excellence and through continuing education and improved technology, we help save lives, protect property, and proudly know we make a difference.

Scope

SPSCC 911 Communications

The Soldotna Public Safety Communications Center answers all incoming E-911 wireless and landline calls for the Kenai Peninsula Borough with the exception of city landline calls that are directly routed to the Cities of Kenai, Homer, and Seward.

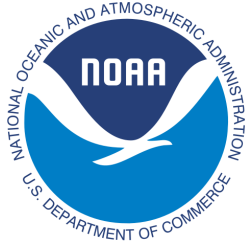
There are projected to be 33,000 911 calls in FY27.

Central Emergency Services Cooper Landing Emergency Services
Alaska State Troopers Soldotna Police Department Nikiski Fire Department
Western Emergency Services Area Alaska Wildlife Troopers
Probations Kachemak Emergency Services Area
Eastern Peninsula Highway Emergency Services Area
Alaska State Parks Department of Corrections
Bear Creek Fire Service Area National Oceanic and Atmospheric Administration
US Fish And Wildlife Hope/Sunrise Volunteer Fire Department
Moose Pass Volunteer Fire Department Commercial Vehicles US Forest Service
CPGH MCT Alaska State Troopers Southeast Pretrial Enforcement



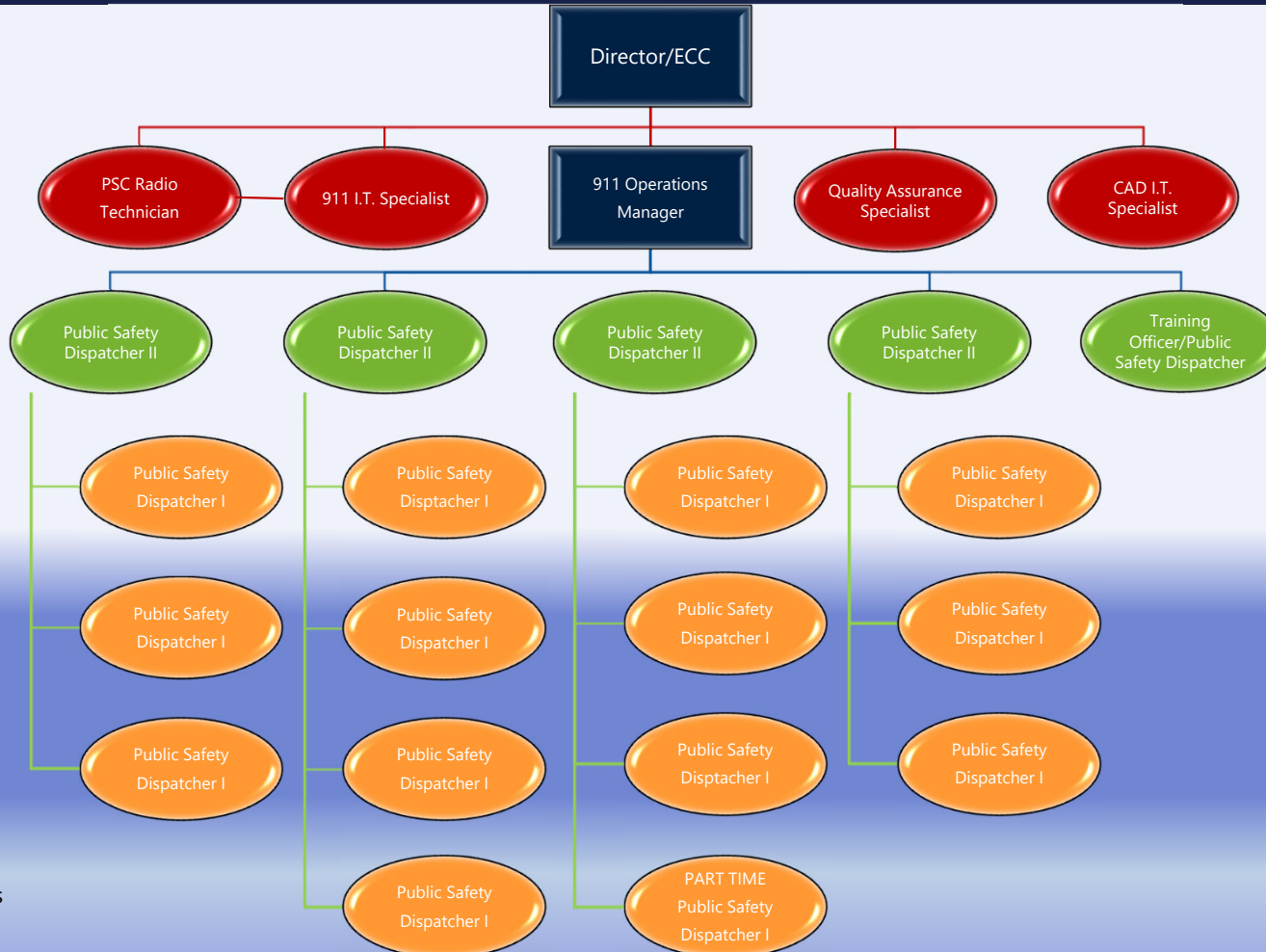
Performance Points

- Law Enforcement Radio Transmissions: 1,051,693
- CAD Calls for Service Law Enforcement: 76,733
- CAD Calls for Service EMS/Fire: 8,069
- Total 911 Calls Received: 32,098





Organization Chart





FY26 Key Accomplishments

- Began permanently dispatching for DPS in Southeast Alaska
- Collaborated closely with the CPGH Mobile Crisis Team on development and deployment, delivering benefits to people in crisis and strengthening the community as a whole
- In 2025, SPSCC staff played a crucial role in assisting a neighboring PSAP with a computer-aided dispatch (CAD) project. The engagement required substantial time and effort and ultimately resulted in the PSAP integrating with our CAD system, enhancing the interoperability and delivering additional benefits beyond the initial goals.



Expenditure Summary

	FY26 Original Budget	FY27 Proposed Budget	Change
Personnel	\$3,168,115	\$3,728,633	\$ 560,518
Supplies	14,550	15,550	1,000
Services	720,369	816,831	96,462
Capital Outlay	5,000	5,750	750
Transfers	250,000	250,000	-
Interdepartmental Charges	112,965	119,360	6,395
Total	\$4,270,999	\$4,936,124	\$665,125
Change			15.57%



Capital Project Fund Summary

Project	FY2027 Proposed Budget
Workstation, Monitor and Network Equipment	\$42,000
Quality Assurance Software	\$45,910
Radio Tech Vehicle	\$10,000
Voice Gateway	\$4,551
Total	\$102,461



FY27 New Initiatives

- Continue to explore new AI technology for 911 call taking and Quality Improvement
- Establish and provide a Wellness/Quiet Room for employees



Long Term Issues and Concerns

- Increased facility space to accommodate personnel, office and storage



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Soldotna Public Safety Communication Center

Thank You

