



911

DISPATCH

Law Enforcement - Fire - Medical

Soldotna Public Safety Communication Center

911 Communications

Proposed FY2025 Budget

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 landline calls that are directly routed to the Cities of Kenai, Homer, and Seward.

There are projected to be **29,427** 911 calls in FY25.

CES	CLES	Alaska State Troopers	Soldotna Police
NFD	WESA	Alaska Wildlife Troopers	Probations/PED
KESA	EPHESA	Alaska State Parks	US Fish And Wildlife
BCFSA	Corrections	Commercial Vehicles	Moose Pass VFD
NOAA	Hope/Sunrise	US Forest Service	

SPSCC CORE VALUES

S - SERVICE

P - PRESERVATION

S - SUPPORT

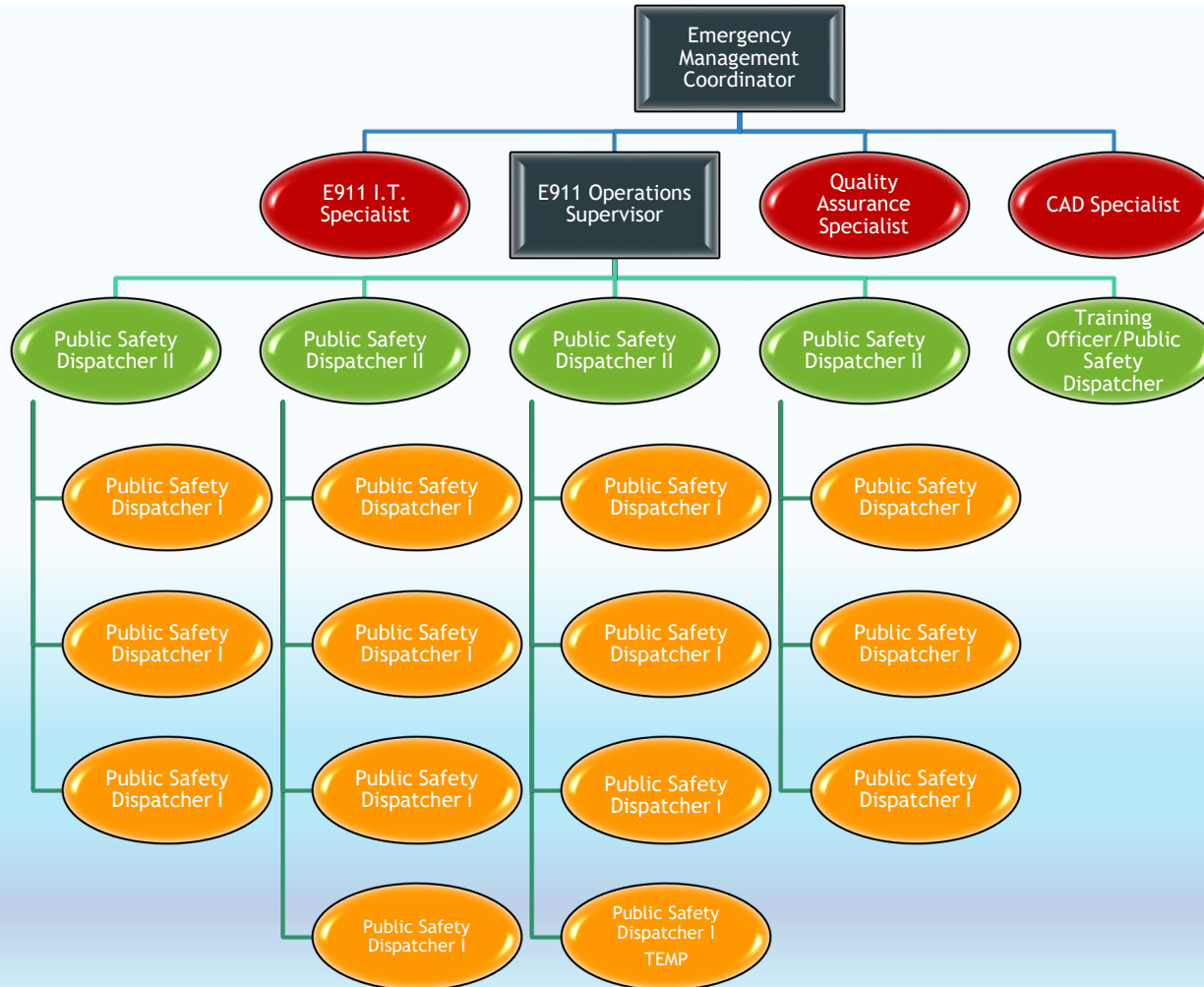
C - CHARACTER

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.

SPSCC Org Chart





SPSCC 911 Performance Points & Accomplishments



Law Enforcement Radio Transmissions: 927,115

EMS/FIRE Radio Transmissions: 178,992*

Call Box Radio Transmissions: 107

FY2024 Key Accomplishments

- ▶ Prepared Live technology implementation.
- ▶ NCMEC Missing Kids Readiness Program.
- ▶ 3-months dispatch assist for southeast.
- ▶ 988 collaboration.
- ▶ SPSCC Peer Support Team.

FY2025 New Initiatives

- ▶ Implement Emergency Mental Health Dispatch Training Certification.
- ▶ Exploring new AI technology for 911 call taking and quality improvement.
- ▶ Complete update of policy and procedures manual to digital platform.
- ▶ Quality Improvement Program - Continue to make strides and improve.
- ▶ 9-1-1 Quiet Room.

Expenditure Summary

	FY2024 Original Budget	FY2025 Proposed Budget	Change
Personnel	\$ 3,143,757	\$ 3,239,696	95,939
Supplies	14,550	14,550	0
Services	682,100	704,317	22,717
Capital Outlay	3,000	5,000	2000
Transfers	200,921	178,538	-22,383
Interdepartmental Charges	108,655	113,316	4,661
Total	4,152,983	4,255,417	102,434
Change			2.47%

Long Term Issues and Concerns

Increased facility space to accommodate personnel, office and storage.

Help is 3 Numbers Away

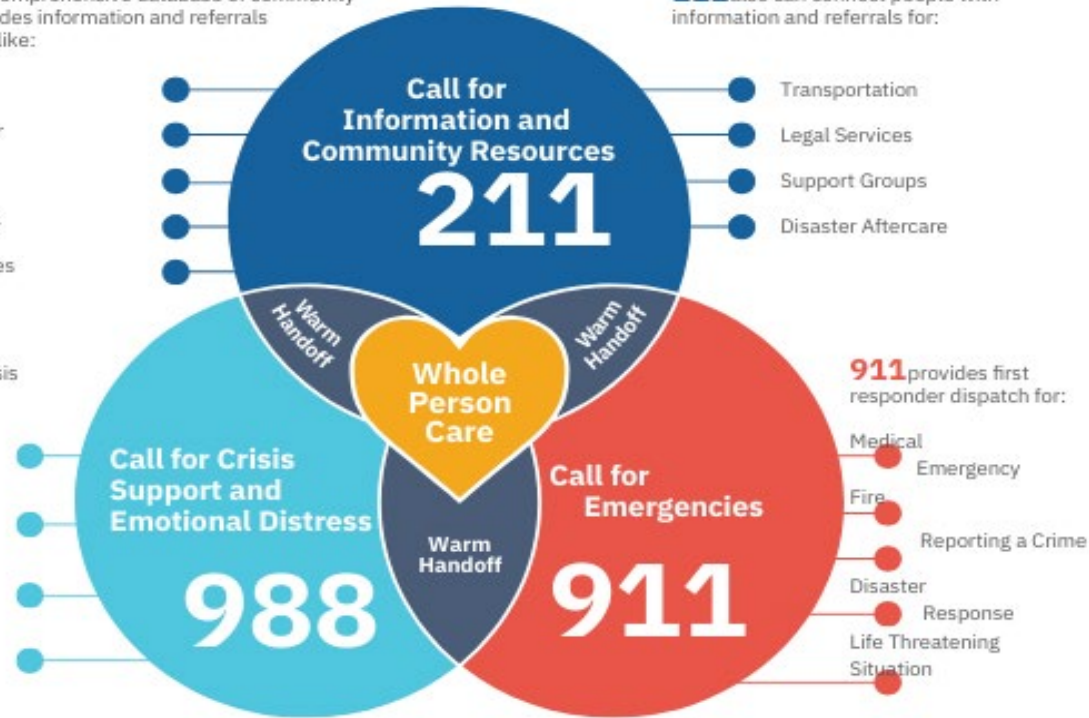


211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Support Groups
- Disaster Aftercare



988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



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