

# 911 Communications

Tammy Goggia-Cockrell



# Soldotna Public Safety Communication Center

911 Dispatch

Law Enforcement – Fire - Medical



911 Communications





**911**



**DISPATCHER**

**THE CALM**

**VOICE**

**IN THE FACE OF  
DARKNESS**

# Agenda

- Introduction
- Core Values
- Scope
- Performance Points
- Organization Chart
- FY25 Key Accomplishments
- Expenditures Summary
- Capital Project Fund Summary
- FY26 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 29,000 911 calls in FY26.

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



# Performance Points

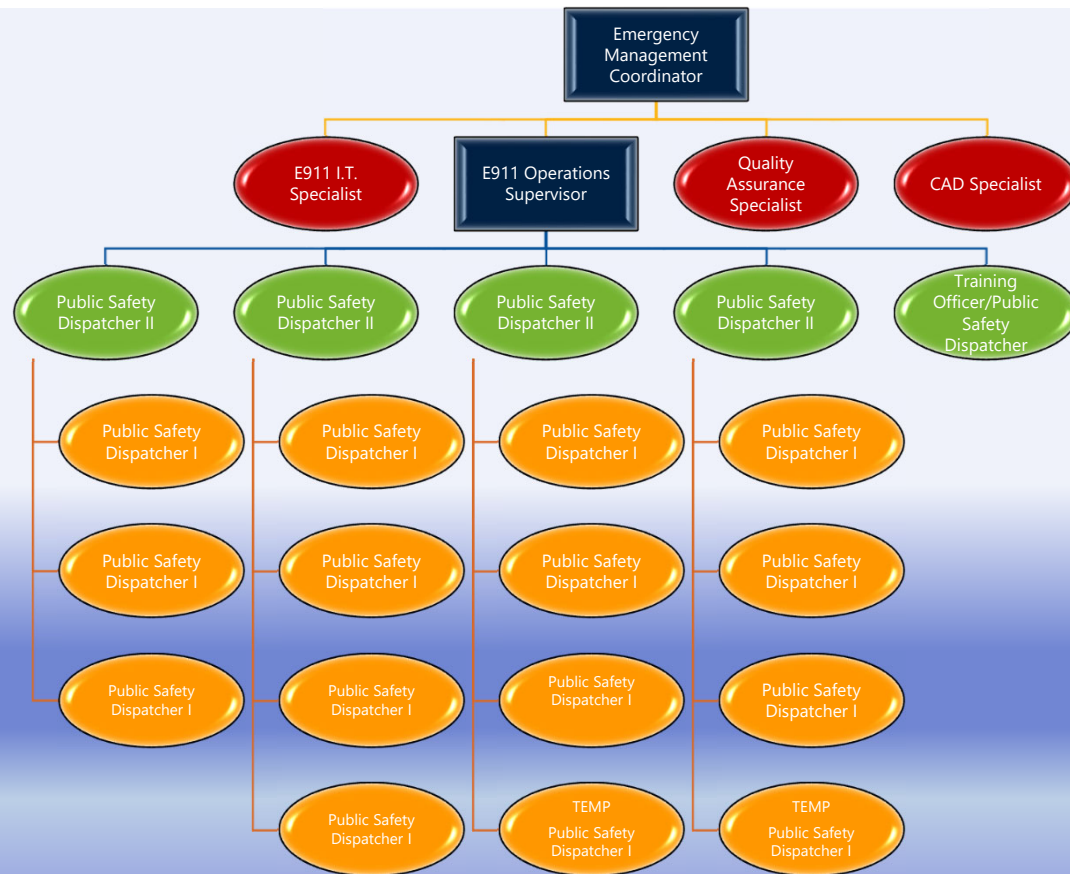
- Law Enforcement Radio Transmissions: 965,770







# Organization Chart





# FY25 Key Accomplishments

- We began utilizing the Virtual Academy (VA) Training Platform. This provides quality online training for public safety professionals across all three disciplines.
- Management of the Center achieved NCMEC Leadership Certification. Designed for leaders of public safety, this three-day course focused on current issues related to missing and sexually exploited children through a case study approach.
- Implemented Protocol 41. With increased mental health crisis calls and suicidal callers to 9-1-1, SPSCC implemented Protocol 41: Caller in Crisis to our Medical Dispatch Priority System. This assists staff in handling these difficult calls with specific calming and control techniques and pre-arrival instructions to reduce the risk of injury or death when faced with an imminent suicide threat patient.
- 988 Collaboration. SPSCC staff utilize clear guidelines and protocols to identify certain mental health crisis calls for hand off to 988. This collaboration allows for a more coordinated and effective approach to the management of mental health emergencies, reducing the need for standard law enforcement or EMS intervention.
- Attended the Cyber Resilient 911 Symposium to increase cyber awareness among 9-1-1 professionals and reduce susceptibility to phishing and ransomware attacks along with other important consideration.
- Access the NENA-Enhanced PSAP Registry and Census (EPRC). This registry provides benefit from a centralized database and location tools to quickly locate and contact out-of-area 9-1-1 PSAPs during emergencies and other critical outreach situations.



# Expenditure Summary

|                           | FY25 Original Budget | FY26 Proposed Budget | Change      |
|---------------------------|----------------------|----------------------|-------------|
| Personnel                 | \$3,239,696          | \$3,168,115          | (\$ 71,581) |
| Supplies                  | 14,550               | 14,550               | -           |
| Services                  | 704,317              | 720,369              | 16,052      |
| Capital Outlay            | 5,000                | 5,000                | -           |
| Transfers                 | 178,538              | 250,000              | 71,462      |
| Interdepartmental Charges | 113,316              | 112,965              | (351)       |
| Total                     | \$4,255,417          | \$4,270,999          | \$ 15,582   |
|                           |                      |                      |             |
| Change                    |                      |                      | -0.37       |



# Capital Project Fund Summary

| Project                                    | FY2026 Proposed Budget |
|--|------------------------|
| Workstation, Monitor and Network Equipment | \$1,700                |
| Air Conditioning Unit 911 Server Room      | 10,500                 |
| ERC Renovation and Furnishing              | 28,000                 |
|  |                        |
| Total                                      | \$40,200               |



# FY26 New Initiatives

- Continue to explore new AI technology for 911 call taking and Quality Improvement
- QI Program – Continue to make strides and improvements to ensure we meet national benchmarks and standards
- 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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**Thank You**

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