



Soldotna Public Safety Communication Center

911 Communications

Proposed FY2023 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 25,000 911 calls in FY23.

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

SPSCC CORE VALUES

S - SERVICE

P - PRESERVATION

S - SUPPORT

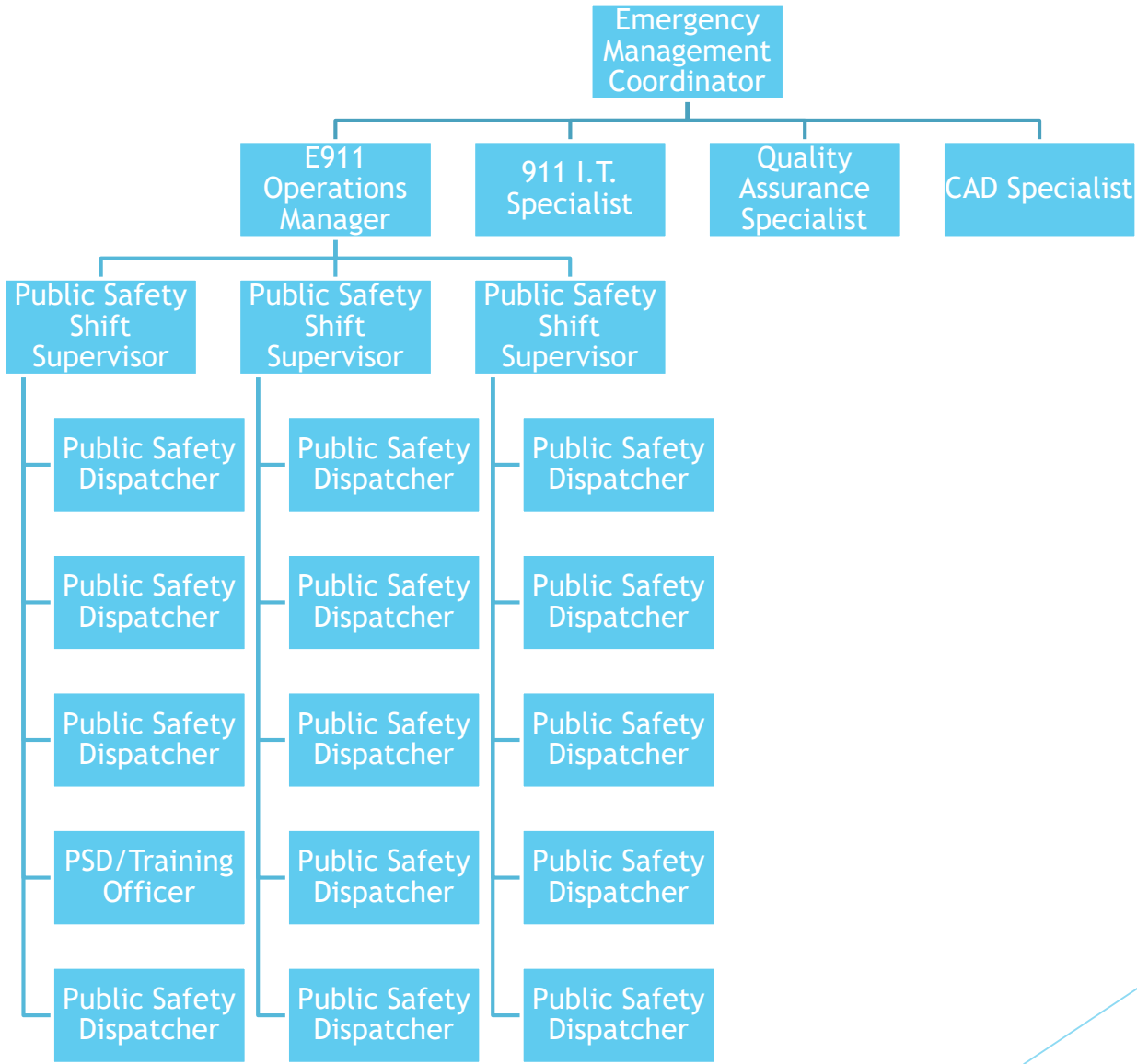
C- CHARACTER

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.

911 Communications Staffing



Accomplishments

Established SPSCC Working Group for users of SPSCC.

Provisioning of new 2021 aerial imagery for the 911 call management mapping module (replaced imagery from 2012).

Migration to a new call logging (recording) system that supports all NENA i3 standards.

Added user agency: Bear Creek Fire Service Area.

Accomplishments

Implemented apparatus based dispatching for Nikiski Fire Department through CAD response plans.

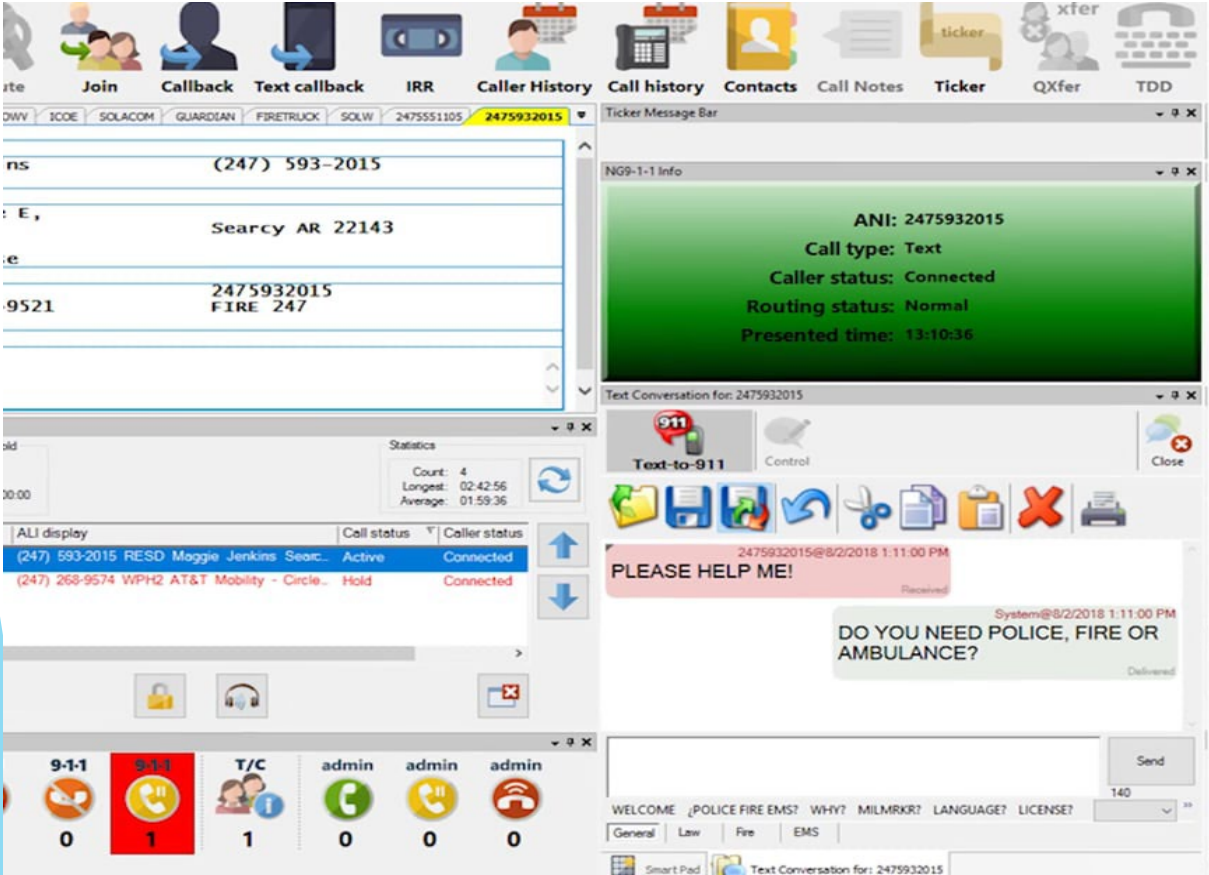
CAD software upgrade to latest release, improving dispatch workflow processes.

Implemented electronic scheduling software.

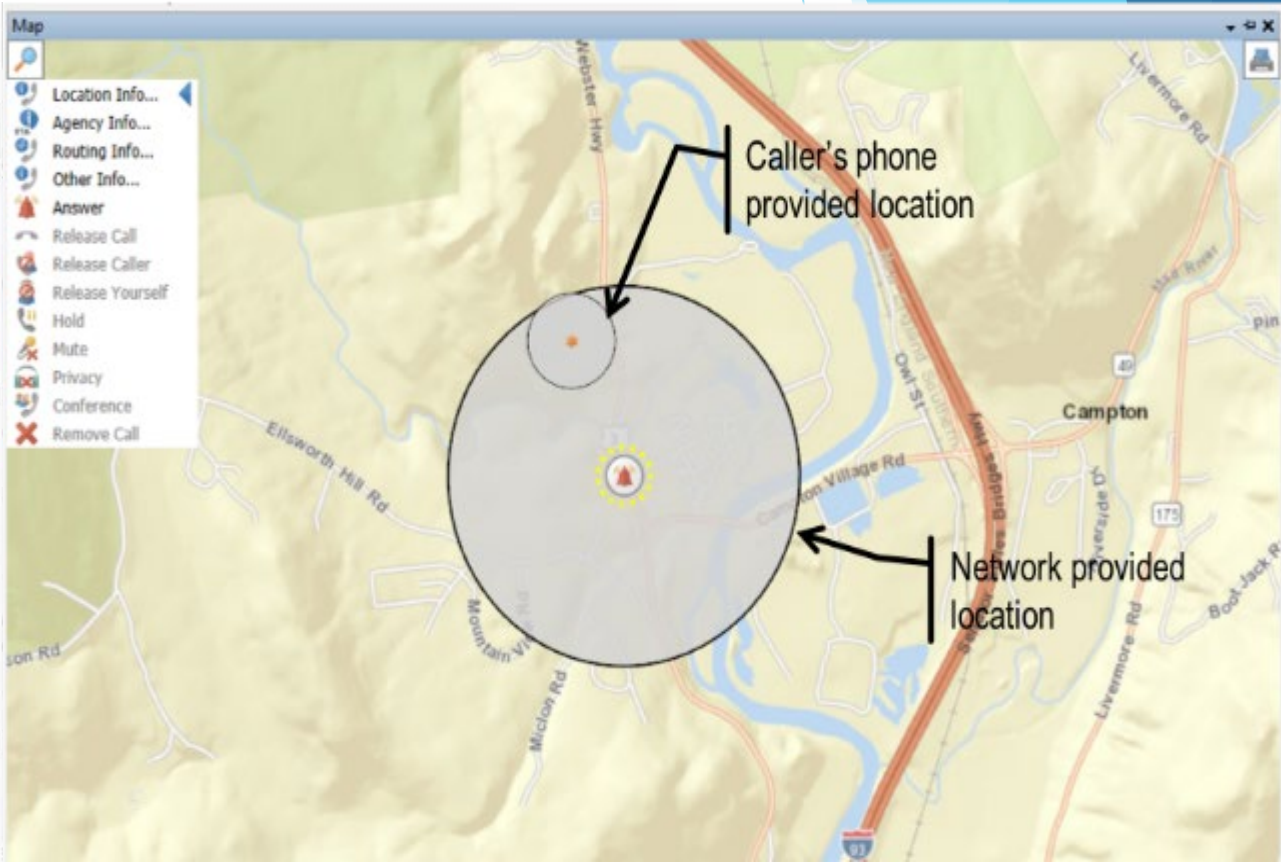
Executed PowerDMS platform.

New Technology

Text to 911



GIS Based Caller Location



Emerging Issues/Trends

- ▶ Need for increased facility space to accommodate personnel, office and storage.
- ▶ Continue to support CES/NFD/WESA with CAD programming for Station Alerting and Crewforce applications.
- ▶ Reviewing and updating policies and procedures.
- ▶ Next Generation 911 (to receive picture and video data) will transform our profession. These changes bring increased technology costs, personnel & operational impacts along with significant storage, security requirements.
- ▶ 911 public education.

Other Initiatives

- ▶ Enhanced user-agency engagement via monthly meetings with law enforcement, EMS/Fire users to address service delivery questions and discuss operational changes.
- ▶ Using call and dispatch response time data to evaluate systems, procedures, and identifying planning benchmarks to meet our Quality Assurance/Quality Improvement goals to ultimately achieve 911 accreditation.

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