



Soldotna Public Safety Communication Center

911 Communications

Proposed FY2021 Budget

Our Mission Statement

- ▶ 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 possible 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.

911 Communications

The Soldotna Public Safety Communications Centers 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.

24,482 911 calls processed

CES

Cooper Landing VFD

Nikiski FD

Anchor Point

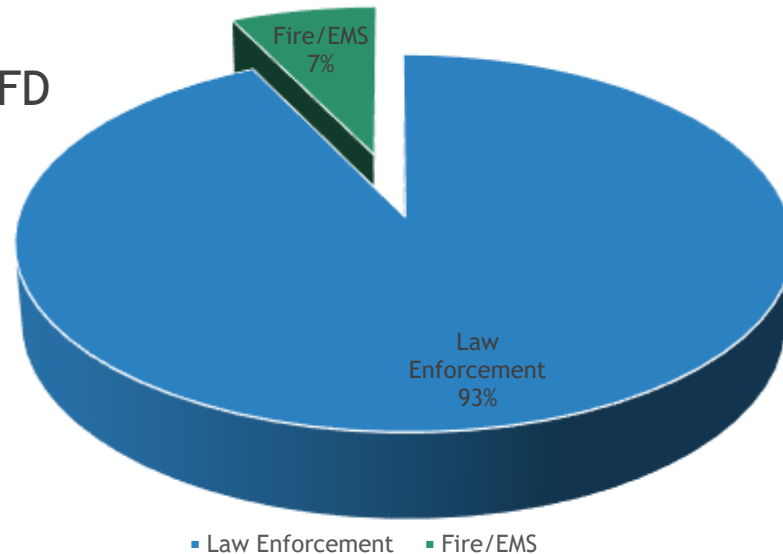
KESA

EPHESA

Ninilchik VFD

Moose Pass VFD

Hope/Sunrise



Alaska State Troopers

Alaska Wildlife Troopers

Judicial Services

Soldotna Police

Alaska State Parks

US Fish and Wildlife

US Forest Service

NOAA

Corrections

Commercial Vehicles

Staffing

- ▶ Kenai Peninsula Borough
 - ▶ 13 FTE Positions -> 16 FTE positions
 - ▶ 911 Senior Manager
 - ▶ 911 IT Specialist
 - ▶ 911 Quality Specialist/Admin Assistant
 - ▶ 3 Borough Shift Supervisors/Dispatchers
 - ▶ 1 Public Safety Dispatcher II/Training Officer
 - ▶ 6 Public Safety Dispatcher I-3 new hires start May 26th
- ▶ State Of Alaska/DPS
 - ▶ 8 Emergency Dispatcher I- 3 positions vacant since September 2019
 - ▶ 1 Office Administrative Assistant

Accomplishments

Implemented interface between CAD (Computer Aided Dispatch) and Crew Force mobile data tablets-CES/NFD/Anchor Point receive CAD mapping, call narrative and driving instructions once call is pushed from CAD

Installed equipment at Kenai Police Department to develop a redundant 911 operations site- each facility will back up the other for COOP purposes

Monthly participation in fire service area call reviews-currently with Nikiski and CES-dispatchers and EMS share information about medical runs

Replaced end of life core 911 network switches and replaced aging EqualLogic SAN with new EMC SAN (storage area network)

911 dispatchers partnered with CES in teaching 911 education to students in ESL courses

FY21 Significant Budgetary Changes

► 9-1-1 Call Management Systems Replacement Project

RapidSOS location is supplemental to the ALI

The screenshot displays a complex software interface for 9-1-1 call management. It features multiple panes and toolbars. The top-left pane, titled 'ALI Tools', includes buttons for 'Refresh', 'Manual', 'Print', 'Note', and 'Management'. Below this, a 'Caller' section shows details for 'U.S. Cellular WPHQ' with a location in 'New York'. A red box highlights the 'Additional Caller Location' field, which contains the coordinates '40.751772 - 73.990112'. A red arrow points from the text 'RapidSOS location is supplemental to the ALI' to this field. The top-right pane, 'Call Tools', contains buttons for 'Mute', 'Privacy', 'Join', 'Call Back', 'IRR', 'New SMS', 'Caller History', 'Ticker', and 'TDD'. The middle section displays various emergency services icons: '9-1-1', 'Trunk1', 'Trunk2', 'Ringdown1', 'Ringdown2', 'Sheriff', 'Fire', 'EMS', 'AirRescue', 'Jail', 'Tow Trucks', and 'Utilities'. The bottom-left pane shows 'Current Emergency Calls' with a table of active calls. The bottom-right pane, 'Call Control', includes buttons for 'Answer call', 'Hold', and 'Release'. The status bar at the bottom indicates 'Server: OK', 'Brent / Brookville_Admin', '9:40 AM', 'GCC: OK', and 'Audio streaming: OK'.

Caller	Location	AI Tower	Other Information
U.S. Cellular WPHQ	6138542098	New York 40.7547 - 73.9909	2475551104
Additional Caller Location: 40.751772 - 73.990112			

Current Emergency Calls	Statistics
Count: 1 / 0	Count: 2
Longest: 00:57:36 / 00:00:00	Longest: 00:20:56
	Average: 00:10:37

Telec.	Position	ALI display	Call status	Ca
Brent	Brookville-01	(247) 637-9652 WPHQ U.S. Cellular DURHAM	Active	Co

Call Status	9-1-1	9-1-1	9-1-1	admin	admin	admin	T/C
1	0	0	0	0	0	0	1

Solacom Guardian 911 Call Management

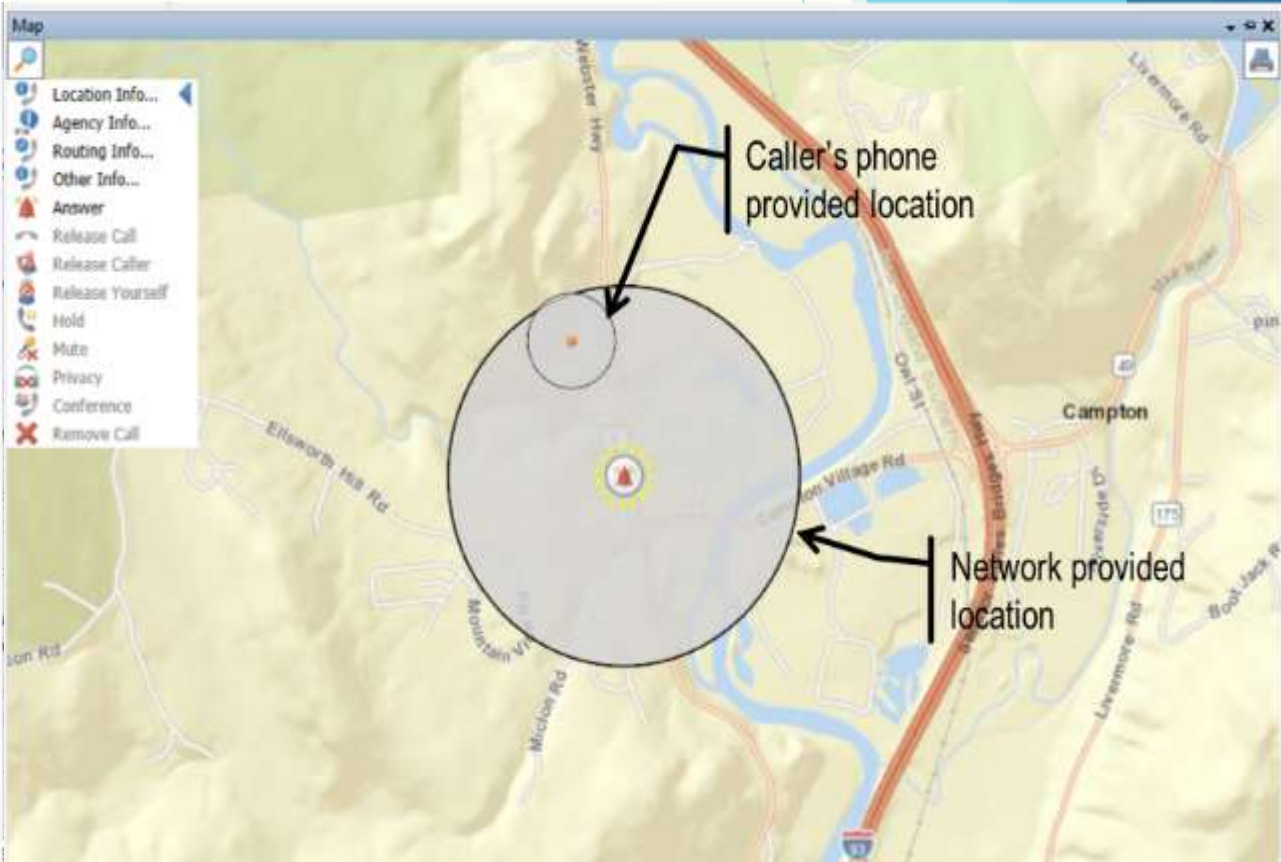
- ▶ The Kenai Peninsula Borough provisions 9-1-1 Call Management hardware and software for all Public Safety Answering Points (PSAPs) within the boundaries of the KPB
- ▶ The existing software was originally purchased and deployed in 2007-2008 with minimal upgrades since then and supports only E911 standards and not current and upcoming NG911 i2 and i3 industry and national standards
- ▶ Solacom engineers have been on site to demo the Guardian product and to confirm with Borough IT that it will work as a direct replacement of the existing software and systems and also supports the latest technology such as text-to-911 and GIS based caller location
- ▶ Solacom offers direct ongoing technical support to their customers-annual maintenance of existing software is just over \$62,000. The quoted annual maintenance fee for the Solacom system is just under \$32,000 resulting in a saving of \$30,000 in support fees annually

New Technology

Text to 911



GIS Based Caller Location



Significant Budgetary Changes (Cont'd)

Personnel -Added 3 Borough Dispatcher positions

Replace KVM switches at dispatch workstations

Increased custodial costs-added to
interdepartmental charges

Other Initiatives

- ▶ Participate with City of Kenai COOP exercises
- ▶ Working with OEM to complete radio training for EPHESA agencies-transition to one radio talk group to streamline radio communications
- ▶ Worked with OEM to complete radio infrastructure needs to begin dispatching for Bear Creek Fire Service Area
- ▶ Continue to support CES/NFD/Anchor Point with CAD programming for Station Alerting and CrewForce apps.
- ▶ Participate in call reviews with other fire service areas-KESA and Anchor Point

Challenges

- ▶ Current staffing needs and negotiations with DPS
- ▶ Contingency planning for DPS moving operations out of SPSCC



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Questions?