



Soldotna Public Safety Communication Center

911 Communications

Proposed FY2022 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.

24,611 911 calls and approximately 200,000 administrative phone calls processed in FY21.

CES

Cooper Landing VFD

Nikiski FD

WESA

KESA

EPHESA

Bear Creek FSA

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

SPSCC CORE VALUES

S - SERVICE

P - PRESERVATION

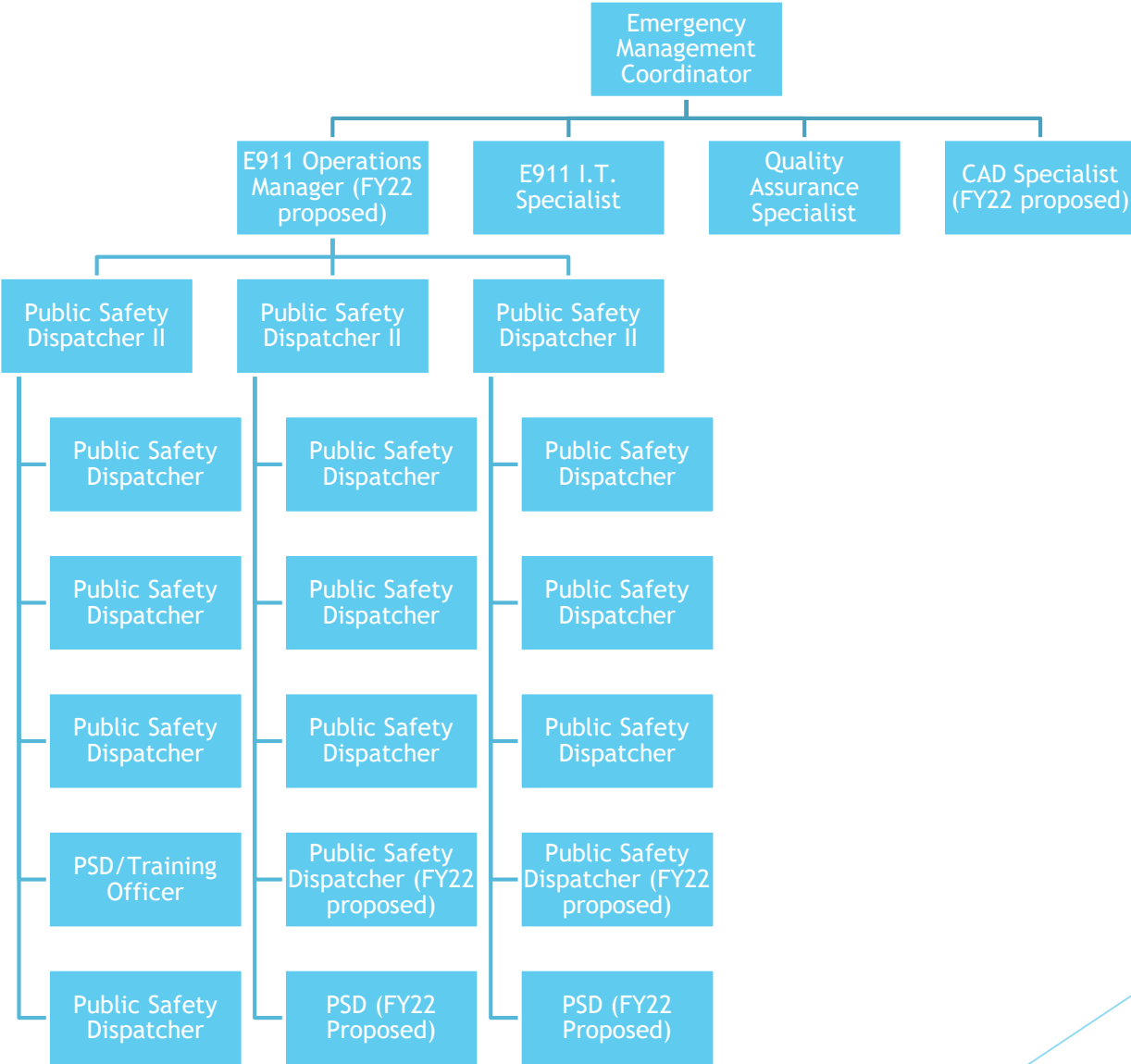
S - SUPPORT

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



FY21 Significant Budgetary Changes

SPSCC Audio Recording/Logging System Replacement

Current systems have now reached end of life status and needs to be replaced and it's operating system is no longer supported. Important security updates and system patches are no longer available, leaving the systems vulnerable.

Replacement of new recording system scheduled for July 2021. The new multimedia recording system meets all of our logging/recording needs for the foreseeable future. It is complete Next Generation 911 system and is fully compatible with the Solacom Guardian 911 Management System, which all PSAP's within the KPB are migrating to in June 2021.

FY22 Significant Budgetary Changes Continued

- ▶ Transition of all SPSCC personnel to KPB employees.
- ▶ New user fee structure creating SPSCC funding support substantially by Agency fees, with only 4.3% being supported by the General Fund.

Accomplishments

Implemented USDD digital fire station alerting system.

Build out of secondary back-up PSAP (911 center).

Implemented new MPLS network dedicated for 911 services that provide enhanced performance and reliability.

Accomplishments

- ▶ Solacom Guardian 911 Call Management System-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.

RapidSOS location is supplemental to the ALI

Caller	Number
U.S. Cellular WPH2	6138542998
Location	New York 40.7547 -73.9909
AL Tower 352	
Other information	2475551104
Additional Caller Location	40.751772 -73.990112
Notes	

Telec.	Position	ALI display	Call status	T/C
librent	Brookville-01	(247) 637-9652 WPH2 U.S. Cellular DURHAM	Active	Co

Status	Name	Number
9-1-1 active	US Cellular	
connected	position	2475553001
9-1-1 connected	US Cellular	2475551104

New Technology

Text to 911

The screenshot displays a 911 dispatch software interface. At the top, there are navigation icons for Join, Callback, Text callback, IRR, Caller History, Call history, Contacts, Call Notes, Ticker, QXfer, and TDD. Below these are tabs for various services: DWV, SCOE, SOLACOM, GUARDIAN, FIRETRUCK, SOLW, and 2475551105. A dropdown menu shows the selected call: 2475932015. The main display area shows call details for (247) 593-2015, Searcy AR 22143, and 2475932015 FIRE 247. A green box displays call information: ANI: 2475932015, Call type: Text, Caller status: Connected, Routing status: Normal, and Presented time: 13:10:36. Below this is a text conversation window for 2475932015. The text messages are: "PLEASE HELP ME!" and "DO YOU NEED POLICE, FIRE OR AMBULANCE?". At the bottom, there are status indicators for 9-1-1 (0), 9-1-1 (1), T/C (1), and three admin users (0, 0, 0).

GIS Based Caller Location

The screenshot shows a GIS map interface. A large grey circle highlights a specific location on the map. A context menu is open over this location, listing various actions: Location Info..., Agency Info..., Routing Info..., Other Info..., Answer, Release Call, Release Caller, Release Yourself, Hold, Mute, Privacy, Conference, and Remove Call. Two arrows point to specific data points on the map: one points to a small orange dot labeled "Caller's phone provided location", and another points to a larger yellow circle labeled "Network provided location". The map shows a road network and a river, with labels for "Campton" and "Lylesmore Rd".

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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