



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Commerce, Community, and Economic Development

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9-1-1 and Dispatch Consolidation Working Group

August 26th, 2020 2:30pm

AGENDA

1. Call to Order/Roll Call
2. Correspondence/Previous Meeting Minutes
3. Discussion and Vote on Final Report to the Governor
4. Member Comments
5. Adjourn

Public comments, inquiries, or requests for working group documents, may be sent to

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9-1-1 and Dispatch Consolidation Working Group

August 19, 2020 2:30pm

AGENDA

1. The meeting was called to order and quorum was established.

Chair Cavanaugh: Thank you to everybody who has been participating in the working group and subgroups. A lot of work has been accomplished over the last several weeks and I am really impressed with the progress we have made. This meeting is focused on looking at the initial draft and thank you to Amy for the work to develop the report. We want to include as much feedback as possible and then move into public comment later this week.

2. Correspondence/Previous Meeting Minutes

Chair Cavanaugh: Are there any questions? Hearing none, we will move into item 3

3. Presentation of Draft Report & Discussion

Chair Cavanaugh: The report was emailed to the group. Let us start with an overview of the subgroup findings with each of the subgroup chairs and then dive into discussion on the draft report that has been shared.

- a. Subgroup Findings and Recommendations

- i. Research & Data (Jacob Butcher)

We outlined it as our action items and goals of our delivery. I look at the Research and Data Subgroup as more of a support service to the e911 and PSAP Consolidation Subgroups. We wanted to be able to compile and collect as much data and research as possible. We opened up multiple offers to the other subgroups if there were any items they wanted us to tackle. Through discussion with our subgroup, we decided to take as much of the collected data as we could and build a GIS model. Which is an interactive map, publicly accessible, that can continue to be developed and maintained over time through authoritative information. So, then, on page 8 of the draft report, it lists the action items on data sets that we were able to inventory along with a PSAP survey of those PSAPs that were declared PSAP zero or less in service. We had a pretty substantial return on our survey's as each of the subgroup members

reached out to the PSAPs across the state to inventory what the current state 911 landscape looked like. We were able to accomplish items 1 through 6 through the GIS model data collection. And even to this day it continues to be built out by Hillary Palmer, with the MatSu Borough Emergency Services. I just heard this morning that she is continuing to add layers even up to last night and through today. So, I think that is going to become a substantial resource to the State looking forward on 911 and emergency service delivery if it is maintained properly in the future. The only item we weren't able to move forward on was the administrative task load that was saturating the patrol troopers. We made several requests to the DPS for items related to that; which we have been receiving answers coming in between late last week and the middle of last week. Some of those items are still outstanding and haven't been answered or deemed not relevant to the groups findings. Goes onto page 10 for our findings, with such a highly technical and complex system across the state it becomes very difficult, especially on this time crunch, as everybody else has learned, not only to educate but move forward on the proper recommendations, but we were able to come up with about seven recommendations which will be found on pages 12 and 13. A lot of that pertains to information we received during our PSAP surveys as far as lack of minimum training standards for PSAP personnel, keeping an updated real time inventory of PSAP trainings, equipment, end of life, and technologies across the State so we can keep a clear picture of what that looks like moving forward. 911 surcharge mechanism for unincorporated areas of the State, I believe that is topic possibly for all 3 subgroups that has been recommended. Definitely a weakness that has been found state-wide. And then our number 1 item is the GIS model that was developed by Hillary that is definitely a model that needs to continue to be injected with information and data sets on a regular basis. I think that can create an incredible visual representation and kick out some statistical reports on the affected communities, populations, and service areas across the state. That is about all I have for that section. Any questions?

Ron Bowers: The surcharge for rural Alaskans for 911 service – I guess if they don't have a 911 center in their community then they are not charged on their cell phones, like some folks wouldn't be. What are we looking at, what is the recommendation for how much to charge for that service?

Jacob Butcher: The weakness is that there is actually that there is no mechanism under the current state statute for unincorporated areas of the state to even enact a 911 surcharge so that would be something that the state legislature would have to look at in regard to a legislative change or new legislation to be able even look into even offering that 911 surcharge to the unincorporated areas. That dollar amount right now through statute in the municipal areas is capped at 2.00 per line per month, but that is subject to change through this process if any action is taken on that item. To follow up with a clarification, just because you live in an area that answers 911 calls from a PSAP doesn't mean that you can be charged the surcharge. You have PSAPs in Kotzebue and Bristol Bay Borough for example, well not necessarily the best example, but anyplace that fields a 911 call that is not in an incorporated area or municipality does not have the ability to put that surcharge on it residents. Just because you live in an area with a PSAP answering calls doesn't mean that you are paying the fee.

Amy Demboski: Considering the emphasis that the group put on the GIS and the need to keep it up, I think it is one thing I may have missed that you may think about including. In the conclusion I can reinforce that concept and the value of the GIS model. If you would like me to do that, please send me some language. I am not sure how Heather wants to do amendments at this point, maybe it is just a simple amendment.

Jacob Butcher: I feel I can speak on all the subgroup members, that is our prized outcome of our subgroup, and I think I can speak for everybody and Ms. O'Connor that this model needs to continue to be developed and it is going to be an extremely important tool now and moving forward.

ii. E911 (Christine O'Connor)

Thank you. Our recommendations and our SWOT analysis are really the same information, just in different formats and we will leave it up to drafter's privilege how she wants to pull that in and which format. I will address it in the SWOT. This group is an invaluable resource and we recommend it continue. There are advancements in 911 service that have happened in recent years to make a lot of improvements and will continue to improve. The reasons that it is there, we had quite an extended discussion that sometimes there are outdated statements that are floating around that seems to have taken on an urban myth status that some callers can dial 911 and the call doesn't go anywhere. And to the best of our knowledge and the best of the coordinators knowledge that is not the case anymore, so we should recognize that we have been able to make a lot of improvements. Weaknesses: lack of data on both wireless and wireline side and the source of that data and the cost to acquire and maintain that data, and to integrate it from multiple systems, those costs have not been identified or even just the technical feasibility, and that needs to happen. We need policies that kind of divide out if calls from a region some are going to go one place and some from another part of the region will go to another place. How is that determined ahead of time? All of those need to be figured out in policy before the calls start being made. Opportunities: we identified a lot of opportunities, the first is that wireless carriers covering many, many areas of the state are ready to move forward, they just need a workable timeline. Even since the beginning of this conversation in January obstacles have arisen with the bankruptcy of Ravn Airlines, which is causing companies to charter aircraft and of course the pandemic, you cannot just be sending engineers and technicians into villages at will. We know that those limits will continue for a while. So, we are recommending a collaborative process to figure out the timeline. An opportunity, is to establish the demarks or where the telecom networks meet the PSAP networks in a way that is identified and the costs are identified before any requests are made, any regulatory mandates or upgrades for carriers to provide transport. Talking about collaboration, where it is so critical. We had our last 911 subgroup meeting this morning, and really the 2 takeaways were where does the carriers meet the public safety network. We had a terrific presentation from the State OIT Deputy Director, and he has a concept where we may be able to put that meet point in a rural area and Mr. Rockwell stated that is the priority for DPS, that was great to have on the record. And we discussed that this kind of collaborative, creative discussion is something that needs to be happening going forward. And if that had happened a year ago, a lot of public controversy could have been avoided. Our number 4 opportunity is trying to lay out some guidelines for a collaborative process. If significant changes to the 911 systems are going to be made, this is not a comprehensive list, but

some minimum things that need to happen for all the stakeholders to work together to move the project forward. Increase communication, the state 911 coordinator has been put in the position, simply through org charts, to be the strong advocate for this proposed project. Where that has probably undermined that position's ability to work with other stakeholders in the emergency services community. And the parallel I use with my group, is my role as industry representative where I don't work for any one company therefore it is my job to work well with everyone and bring ideas to the community. That is the parallel to this recommendation where we say that the 911 coordinator should actually be moved into the Department of Commerce, somewhere where that role can play more of a neutral facilitator role. This was our only recommendation that had one dissenting vote, the rest of ours were unanimous. Continue our working group was an opportunity. Give an opportunity for PSAPs to extend outside of their current geographic area to provide services and access that 911 surcharge to fund those services. As long as there is no overlap, so we don't end up stacking two surcharges on a consumer's bill, so they don't end supporting two emergency services areas when they will only be supported by one. Two allow the surcharge to be assessed on modern technology, i.e. VOIP fees and prepaid fees. We cited the difficulty with communication, there has been, we called it the elephant in the room in our subgroup, we need to improve how we are communicating and collaborating amongst all stakeholders. One other point I wanted to bring up to the group that we just became very clear this morning. Most of the documentation I have seen on this project has talked about wireless improvements to locations. So, someone on a cell phone calls and they can be located or at least a call back number can be identified. Just as important is improving the location and information coming from landline or wireline phones. Many of us on the subgroup were of the impression and had seen documentation and had heard statements that this project was solely focused on wireless. Mr. Rockwell made it very clear this morning it is also including wireline improved location services over time in future phases of the project. That is a very important clarification, because there is a lot of technology, a lot of data needed to also improve wireline. I really appreciate the wireline experts who have been a part of my subgroup and carrying this forward and kept saying don't forget wireline. So, this morning, at the last minute, we really dug in and clarified that enhancing 911 services does imply to wireline. Which is important for example, a business, if something is going wrong a business is going to grab their landline phone, almost half of Alaskans still have a landline. So that was our big revelation that we needed to clarify this morning and that will be in our final approved version of recommendations coming forward. Happy to answer questions.

Chair Cavanaugh: Are there any questions?

Representative Ortiz: Have a question, I was concerned, when I see a document that to be a FY2019 request of \$3.535 million to the project to establish a framework for enhanced 911 service. It is my understanding that that money was not spent on enhanced 911. Can anybody elaborate on this?

Chair Cavanaugh: That is a great question, may I ask what document you are looking at?

Representative Ortiz: Looking at an appropriation under the category of public protection, it is FY2019 request of 3.535 million with a reference #AMD61971. Here is a brief summary, statement of need: today 1 in 4 Alaskans don't have conventional access to 911, no one has enhanced 911 and so they go on to talk about the 92% not having access, etc. And so it is a request that to my

understanding that we met that request, we being the legislature, did appropriate this money, but then the money wasn't actually spent on enhanced 911. So, can somebody clarify that for me or tell me about that? I would love to hear about that. Thank you.

Chair Cavanaugh: Thank you. John is that a question you can answer or do we need to some research and follow-up on?

John Rockwell: Thank you for giving me the opportunity to answer this question. Rep Ortiz, we actually answered that question, I am looking for the documentation, in previous minutes of the meetings. We have documentation on the 3.56 million dollars you reference along with additional almost 1 million dollars of funding that we have put towards this project. I don't know where you got the information that the 3.5 was not spent on the project since we have detailed documentation on what that money has been spent on and how much is left. It is in my barrage of email and I would be very happy to get the details for you, either in the meeting or after the meeting. Number 1, yes, it is a very good question that we have looked at. And we can show you exactly where the money was spent number 1 and how it was spent and how much is left over.

Representative Ortiz: I appreciate that, and again I apologize, I am sure that you have spoken about this. Again, I am new to the committee. However, so are we saying that enhanced 911 has been established through this process already that because of the 3.5 million that was put towards that that we do now have quote, 911 or the original vision of what enhanced 911 would like when the that appropriation request was made. That has already been established, we have that?

John Rockwell: No sir. The project was ongoing and the project has been put on pause and so we are still moving forward with enhanced 911. We have only spent a portion of the 3.5, we not completed the project at this time.

Representative Ortiz: Okay thank you very much, I appreciate that and I apologize if this was the wrong time. Again, thank you.

Mayor Dial: Chair Cavanaugh, I think I will be able to expand on that a little bit during the PSAP Consolidation subgroup overview as well.

Chair Cavanaugh: Thank you very much Mayor Dial. And thank you very much Representative for the question. And we really appreciate very much for joining the working group, not even midstream but three quarters of the way through the stream. So, all of your questions are appropriate and we thank you for asking. Any other questions? Hearing none.

iii. PSAP Consolidation (Mayor Rodney Dial)

Thank you, Chair Cavanaugh. The PSAP Consolidation Subgroup held meetings on August 11 and August 18 and in those meetings, they were used to further define PSAP consolidation and as part of that dispatch consolidation. I would refer the group to the SWOT analysis for the PSAP Consolidation Subgroup which provides an overview of the groups meetings of July 28, August 4, August 11 and August 18. Highlights of those findings include, and these highlights were not disputed at the time by any the members of the group, including DPS that PSAP consolidation is not necessary to provide enhanced 911 in rural Alaska. That the goals

of PSAP consolidation have not been defined. That dispatch consolidation will not immediately result in enhanced 911 in rural Alaska. That dispatch consolidation and expansion of enhanced 911 services is essentially 2 different tasks that will not immediately be related. And regarding Rep Ortiz's question, this group heard testimony that once DPS is allowed to proceed, once they consolidate the dispatch centers into the south-central facility, the goal is to provide a landing zone for future PSAPs to come into that facility and then presumably when those PSAPs would come into the facility and when the upgrades by the telco would take place that is when you would start to see those enhanced 911 services. Now as part of this groups meeting, we actually heard of a new technology that could be used by DPS immediately to provide enhanced 911 services in rural Alaska while they are working with the telcos to build out the necessary infrastructure to make this happen. I will go into that a bit more in a bit. We also heard from DPS that there was no immediate timeline given, in which the consolidated dispatch centers would be in a position to provide enhanced 911 in rural Alaska and that DPS is not looking at changing any PSAPs currently taking calls. These findings were important because according to the DPS, FY19 legislative request that was just mentioned by Representative Ortiz, under the project description provided by DPS, the second part of phase 1 consists of implementing enhanced 911 service for areas not serviced by a public safety answering point. This led to questions from the group questioning if the current DPS plan was essentially to consolidate their dispatch center and then the stated legislative goal would be something that would be a future goal for the DPS. One that may require significant funding to accomplish. This concern was supported by a detailed analysis provided by Suzanne Hall in which she provided a matrix showing the number of employees required to staff a dispatch center 24/7 with industry standard metrics. Beyond that the members of the group with experience managing dispatch centers/facilities discussed that depending on the turnover rate projected that the actual dispatcher needs for the southcentral facility could be as high as 31. Additionally, a higher staffing level was supported by the discussions of the group which included, the increased multi-jurisdictional coordination demands of a consolidated facility, the delays created by effectively creating a secondary PSAP for the southcentral region which would increase the 911 call transfer rate from the current 4% to approx. 52 to 55% as mentioned by Mr. Butcher. And that the goal of the DPS to relieve data entry responsibilities of the troopers by adding that task to the dispatch center. As the group discussed a realistic staffing level review was made as to how many dispatchers it takes now to provide services to the areas that DPS proposed to consolidate. Currently MatCom has 5 dispatchers on at any one time of which roughly 52% of those calls are for DPS. Meaning that about half of the dispatch positions are needed for DPS calls or 2.5 positions. Soldotna has 4 dispatchers on at any one time of which approximately 75% of those calls are for DPS. So, 3 of those positions would be needed for DPS support. Ketchikan has up to 2 dispatchers on at any one time all though that varies, and 100% of those calls are for DPS with some minor exceptions. So, in essence of the 11 dispatchers that are currently working in these 3 facilities now, roughly 7.5 employees would be needed at any one time to cover just the DPS calls in these regions. Realizing that the DPS is to shift dispatching from the current state, municipal, blended dispatch model to a state only consolidated facility with the intent to add responsibilities such as pulling on extra PSAPs, it seemed reasonable to the majority of the group roughly the same number of dispatchers at a minimum currently serving DPS would be

required in a new consolidated facility. Additionally as was pointed out, the current blended dispatch model gives the DPS a call surge capacity benefit, in essence, that by partnering with local governments in the current blended dispatch approach, those times when major emergencies such as natural disasters, major criminal incidents, etc. the DPS benefits from a larger dispatch resource base, currently 11 dispatchers, than they would have access to in a go it alone DPS consolidated dispatch model. For which the southcentral dispatch facility, per DPS, would be staffed with approx. 3 to 4 people at any one time. At our last meeting, the group consensus was that at least 5 active dispatchers on duty at any one time will be required to maintain minimum operation. So even though currently the DPS benefits from about 7.5 paid dispatchers for DPS calls we reduced that slightly, because DPS feels that they can make some efficiencies and we said that, we feel that at least 5, some people said more, but at least 5. So, this would require at least 30 dispatchers to be hired for the new proposed southcentral facility versus the 18 now proposed by DPS for a net increase of 12 new positions needed. Realizing that the DPS has stated that they intend to use savings from consolidating to fund 4 new dispatcher positions and that those positions will be part of the 18 planned and that this group has said at least 30 positions are likely be needed it is the consensus of the group that the plan of DPS consolidation is likely to increase costs for the state. The group also voted on and by a majority felt the DPS proposed consolidated dispatch center in southcentral would diminish emergency services to the consolidated areas for the reasons listed in the PSAP SWOT analysis and I would refer you to that. I will note for the record that the draft PSAAP SWOT analysis was submitted to the group last week prior to yesterday's meetings and members were asked to submit changes or recommendations prior to that / yesterday, which was the meeting we used to approve the document. DPS indicated during the meeting yesterday that they had several dozen changes or concerns they wanted address but they choose not to submit those to the group prior to the meeting. For that reason, the group have not been able to consider those concerns, they have been attached to the PSAP subgroup document but they have not been debated or considered by the group. At the end of yesterday's meeting the group unanimously voted to forward the revised SWOT analysis to the main group for consideration. That is all.

Chair Cavanaugh: Thank you Mayor Dial and thank you to all the PSASP subgroup members for your work on this. Are there any questions?

Jacob Butcher: Sorry Mayor Dial, I was unable to devote my full attention to the meeting yesterday, but one of the concerns that had been previously brought up at the meetings and I wonder if it was addressed was on the staffing level matter for the south operations center, if they were going to have 3 dispatchers on shift during parts of the day and only 3 radio channels for had been lined out was there any explanation as far as what the plan was for the Palmer police radio channel and the Palmer fire channel being monitored.

Mayor Dial: Thank you for that, that was a good point. There has been some discussion that the span of control for 3 or 4 dispatchers in the southcentral facility is going to be enormous, we heard at a minimum there would be 3 channels that they would have to monitor as well as 2 Palmer channels, so 5 channels. Plus, we heard there is the potential that they would essentially be taking hundreds of thousands of phone calls a year, so they would be call takers

as well. And we have not really delved into that so I don't really know how the Palmer aspect of adding those additional duties of Palmer is going to play out. But I will tell you that was part of the consideration of the group when we made the recommendation that having 3 to 4 dispatchers on at any one time was absolutely insufficient to handle the work load that is going to be proposed for this facility and that is prior to any addition of adding any PSAP responsibilities or prior to enhancing 911 services in rural Alaska. I think it is really important for people to note that these 2 things are completely separated and not intertwined, so when DPS is going forward with this dispatch facility, what they have said repeatedly is that they want to get control of this so that they can control these operations and they say there is going to be certain benefits to that. The whole 'sell' for this whole thing from the beginning was the enhancement of 911 services in rural Alaska and we have been unable to put together any timeline at all of when that might happen. One thing also that was interesting for the group was prior to our last meeting, we were notified to an email chain in which the community of McGrath had asked the DPS to essentially become a PSAP for them and that is certainly one of the stated goals of this, and in that email chain the city of McGrath indicated that they have very few calls. Well the DPS basically responded that due to the uncertainty surrounding the pause of this project and the workloads and staffing they were unable to assume this responsibility. The highlights a pretty good point because as we have gone through these discussions of what an adequate staffing level for the southcentral facility was DPS has replied that they feel there could be some surge capacity from the Fairbanks facility. So that calls could essentially be, if they had too many in Palmer, the southcentral facility then Fairbanks could help pull those out. But you know if the Fairbanks facility is so maxed out right now that they can't take on a small PSAP like McGrath then it questions the whole 'could they help back up the southcentral district'. So it really starts to paint a picture that DPS is planning to take the money that was appropriated to build this southcentral facility and then at some point in time go back to the legislature to say we need the extra positions for this facility so that we can pull on the extra responsibilities of PSAP in rural Alaska. Finally, I will leave it at this, the facility itself in Palmer is being constructed for 6 stations, I assume that part of that is so that they will have that growth capability, but they are only planning to staff with 3 to 4 of those stations. So, you need to keep in mind those 3 to 4 positions, that will handle all the trooper calls in the southeast, all the trooper calls in the Kenai Peninsula, all the trooper calls from the Anchorage area, from the headquarters, from the JS officers, from the Palmer troopers, from the troopers all the way up the Parks Highway, all the way to Hurricane Gulch, including Talkeetna from all the troopers going all the way to Glenallen, all the way down to Valdez, all the way up the Richardson towards Paxon. So it is the huge area and to try and say you will have 3 to 4 people managing that 24/7 while they have to monitor 5 different radio frequencies at a minimum and take calls and then you have the call transfer issues on top of that. It just, there was comments made by the group that it would be insane to think that that could be capable with 3 to 4 positions. On the plus side I will say that DPS still feels that they can do that, I am not going to speak for them, but I will say that the group overwhelmingly said that is completely inaccurate. And if you did include, what the group felt was an additional 12 positions needed to actually make this work, then it becomes quite clear very fast that this is not in any way about saving money and that the long-term risk to the State of

Alaska is a significant increase in costs and a degradation to services for the consolidated areas. So hopefully that answers your question, I know that was a little bit more.

Chair Cavanaugh: Thank you Jacob and Mayor Dial. Any other questions?

Senator Micciche: For Mayor Dial and the others, at some point I am wondering where we make the transition from where we disagree with the departments and transition to where we work together more with the department on a better outcome. I think this is sort of becoming, and I don't mean this personally with anyone, I get it, this is difficult, most of us don't agree with the path they have chosen however DPS is responsible for a significant part of managing calls that come to their center and responding and they have some thoughts on how they want to change things, we may not agree with all of them but at some point we have to mend this relationship problem where we are one team working for the best outcome. Just asking the Mayor if he has had some discussions with DPS on, I don't know about finding the middle but certainly finding something functional where they agree perhaps the final isn't perfect but perhaps our thoughts aren't perfect either but we can work together for a longer-term solution. I don't see the bridge getting there right now, so I am a little concerned about that. Mayor Dial what are your thoughts on moving forward more collaboratively?

Mayor Dial: Thank you Senator Micciche. I do appreciate that, in fact it was one of the reasons I recommended to the group that we have a presentation from AT&T regarding that new technology because really that presents a way that the DPS can make a significant improvement in public safety in rural Alaska almost immediate and the cost is only \$450 per dispatch station. So, early in this process DPS told us of a case of an individual who was lost in the woods and had called on the cell phone and because they were unable to locate them or find their location, they couldn't save the person in time. Well we discovered through this presentation that this technology can be implemented almost immediately. So this is a way to actually improve this process, as far as changing things locally I have had to accept through this process, I can look through it, I can make my recommendations, but it is really not going to affect the Ketchikan Gateway Borough, so for example we were told that the dispatch center in Ketchikan wasn't going to be closed for some time and now about a week ago we got a notice that it was going to be closed on I think the same day that the Governor gets this report. I haven't said anything about it because I don't want to infer anything from it, but from the optics it looks bad. That it couldn't even wait, but we love the troopers in southeast Alaska, I love the department, I work with the Major and Captain Roberts. I have nothing but respect for them, but I kind of feel that this process, there was the sell for this and the sell was let's enhance 911 when the reality is that this is more about dispatch consolidation. I will go through that more in my final overview about this process at the next meeting but really, you're going to hear that a lot of what DPS doing is they are trying to mitigate a self-inflicted wound they gave themselves with the records management system many years ago that really added so many additional responsibility and duties and diminished the productivity of the troopers so much that we are now building out this process to kind of deal with that. I think there is some significant risk and I guess my whole goal with the process is that at least if we put those in the report and put those forward then you can make an educated guess about what to expect in the years to come from DPS.

Chair Cavanaugh: Thank you Senator Micciche and Mayor Dial. Any other questions for the PSAP Consolidation Group.

Mayor Pierce: I would like to make a few comments, if I may. I think, I appreciate Mayor Dial's and Senator Micciche's comments in that we need to find a way to make this work, but I think I'd like to reflect that each of these current centers that are operating today and providing the much needed services that we provide had made some significant capital investments to keep our technology up to date so that we could provide these services back to DPS and it is interesting, as I have participated in these meetings, I have learning something new every meeting and one of the things I have learned is something that I experienced as a mayor and an assembly member here back from '08 to '14 in working with DPS is that before you can resolve a problem or come to the table and have resolve you have to have transparency and the willingness on their part to be transparent. And what I hear here is there is we always learn of something else. For the record I want to state that, I was planning on making these comments later in the meeting in my closing comments today, but I think it is probably timely to make it now based on Mayor Dial and Senator Micciche's comments and again I appreciate both these gentlemen trying to find a way. You know we need information, we need to know what their plan is and I don't think any of us even today, after all the work that has been done can truly trust that we know what the plan is going forward. Let me give you an example, they have stated, DPS has stated that their motivation in moving forward with this action plan, moving to Palmer going wherever they choose to go to create this consolidation was generated or created by a letter that I had written to them in June telling them in June '21 that the borough center here on the Kenai Peninsula would be a borough run and operated center and we would be happy to provide a fee-for-service schedule to them if they choose to have us here. Talk about this expansion and you think about it, the state walking away from these centers and they are growing government and they are growing government significantly in order to take care of their programs that they choose and it is all about having ultimate control. You have centers throughout the state that can clearly, we saw the AT&T presentation and I think you have centers with trained staff currently capable of functioning and carrying the emergency responses daily and you can almost guarantee the outcome of every one of those calls being handled professionally and thoroughly from start to finish. But as they walk away from our centers we still have to support every one of their calls and yet we still don't know what their plan is. I think that Senator Micciche, I don't know if you can influence them or put some, maybe make a request that they come to us with their plan, what is their plan and have then be very honest with it. I don't see them saving the state any money, I see this as a growth in government and it has nothing more to do than we want to control the centers. I will end there, but I have several other things I could go into but I think you get my point. My point is that we were in lots of discussions with them and trying to sit at this table and be very honest and forthright and support their efforts so they could be successful. That has been our motivation here, is to help them be successful in whatever their endeavors were. Told them that numerous times only to have multiple people show up to negotiate the terms and conditions and then those conditions changing and only then did this this borough and this mayor's office take the action to issue a final notice that says we are done, we are done with, you go figure out your plans are, we wish you all the best. But at the end of the day, there is no reason my letter, my letter was written months after our

negotiations started and it was only then that we had reached a point of unreconcilable differences, I guess. So, I will leave it at that. I think the record show reflect that it is not true that they moved forward with their consolidation plan because of my notice to end the relationship and they had this planned long, they were talking about they would not enter into new contractual agreements in '08 to '14 and it was simply because they knew they had a plan, a long-range plan to make these types of changes. So, with that I will leave my comments, but I would again, I don't know who can influence and how it will all end, but I am certainly willing to work in an effort to make sure that we deliver services and that we are considered, each of the dispatch centers are considered and treated fairly along the way. Thank you.

Chair: Thank you Mayor Pierce. Any other comments or questions?

Amy: I have a couple of drafting questions for Mayor Dial. I don't feel I did justice to the PSAP Consolidation section. I had to extrapolate a number of their points. The things that were passed yesterday, I separated them into findings and recommendations, some of them seemed more like declarative statements versus the recommendation. You will notice when you read the conclusion and some of the executive summary that some of the information from that group I pulled into those 2 areas. I wanted the opportunity for Mayor Dial to look at how I formulated it, because I didn't have a chance to go back and forth like I did with the other subgroups. So, I was hoping he could take a look and if there is anything I missed I can issue a version 3 before the next meeting. A few examples were described as to what was added to the report and what might be a better description. The Mayor asked that Suzanne Hall and/or Lisa Kosto provide a summary. With the Chair's permission, will work with the PSAP Chair on the PSAP section and issue a version 3.

b. Member Discussion on Draft Report

Senator Micciche: Just a quick question as we hear different things and I have comments, I think some sections of the draft report need a little build out as well. Can you please share the plan for comment, the due date, what your expectation of the group so we are not scrambling at 5:00a, not that that has happened, but just so we can use our time most wisely in getting suggestions to you and Amy so that we have the best report possible.

Chair: Thank you, that is a great question. Here is my thinking, I would like to get everyone's feedback on this, especially Amy if you can guide us in terms of making sure that we are properly noticing meetings. So, we have a public testimony meeting and this full working group meeting for August 21. That will be an opportunity to take both public comment and additional comment form the working group members. Additionally, I would like to offer for all working group members to submit comments via email on the document and sending them to Amy and me and we can incorporate them into a final draft. I feel it is important to incorporate everyone comments. We need to have a final document for a vote on August 26.

Amy: From a drafting standpoint with 12 members of this committee, I would prefer not to do a draft markup version, I would prefer to do an amendment version. So, for example I know that the PSAP section in my mind is incomplete, I would like complete that and send that out to the group

and put it on the public notice. From that third version, if there are comments/amendments I will send out an amendment form and each amendment should be voted on by the group. If the group can get the amendments in by Monday afternoon, and the updated amendment packet will be sent to the group. Then on the 26th you can vote amendment by amendment.

Chair Cavanaugh: that sounds great, does anyone oppose that methodology?

Senator Micciche: I have a question. I like that approach, I have 2 examples of buildouts that are missing or that can be expanded. One is the AT&T product, it doesn't really explain the capability so that the public can understand why that may or may not be a viable alternative. Another is the report doesn't really discuss the fact that the municipalities will continue to fund and operate the other centers and a partnership likely makes more sense than consolidation considering that the spend will be occurring anyway. Which of us are going to be assigned to produce that product that may be in amendment form. I guess, we almost need some comments first so the comments can be expanded into an amendment process and that we can vote on the amendments. Someone is going to be assigned to produce the amendment that we will vote on. It almost seems like it will need to be a key step in identify those areas that may need to be expanded for the public to understand. We have all had the benefit of sitting through this process, but the public as they review this document and understand some of the shortcomings and opportunities they may not be enough there for them to say this makes more sense, this is a better process.

Amy: If I may make a suggestion? Mayor Dial brought the AT&T RapidDeploy project to the working group, maybe he could give an expanded explanation of that to be incorporated into the report. And Mayor Pierce, I think would be a great person to lead up the municipality side, since that has been an issue he has brought up many times. I know that both Mayors are very busy, but I don't know if they would be willing to take that on.

Mayor Dial: I will do my best to put together a synopsis for you.

Mayor Pierce: We will do the same from the Peninsula, we will put a draft together for you from the municipalities perspective.

Amy: Thank you both, depending on when I receive them, they will either be part of version 3 or an amendment to be voted on.

Christine O'Connor: I can volunteer to assist on the AT&T product and work with Mayor Dial on that, because I did do some research on it because it interacts with the telecom networks.

Chair Cavanaugh: As noted in the meeting today, Mayor Dial, Mayor Pierce and Christine will work on building out the sections we just discussed. Are there any other sections that we feel should be expanded on?

Senator Micciche: I did not know about the Ketchikan center being closed, I am a little worried about things moving forward without an adequate plan that is going to affect our officers and the safety of our public. Do we need to expand discussion on why center closures should not occur until there is an actual effective plan that has been laid out there for replacement service prior to further closures?

Chair Cavanaugh: Senator, are you suggesting we include that in the report?

Senator Micciche: I think it is something that we have to consider, I'm worried that Soldotna and Ketchikan and possibly others go away where more or less being brought into an irreversible decision that may not be the best outcome for public safety.

Chair Cavanaugh: Mayor Dial do you have any thoughts or comments on that?

Mayor Dial: The only thing that I can add is, and then maybe Major Chastain can follow up, when I spoke to the dispatch center, and this was maybe a week or two ago, I do know that the dispatch supervisor has tendered her resignation. She didn't want to, she indicated that she felt if she didn't she was going to be fired. So, I don't know any more about that than what I just said to you. And I know that because they have not filled vacancies the number of staff at that facility is low and they have been taken over those duties by the Fairbanks facility. So I don't know what is going on, but I know that at the start of this process we were told that this facility wouldn't be shut down for quite some time while this was taking place and then all of a sudden it is September 1. Maybe the Major can add a little bit more to that.

Major Chastain: The first off the characterization that DPS is closing the Ketchikan facility is not true, it is yet again another example of the accusations being levied against DPS and being presented as truth. It is not the case. So, that info is wrong, DPS has a dispatch facility in Ketchikan, the people he mentioned, there are 2 people who have taken jobs with the State in Anchorage at the headquarters office. Both of those individuals chose to do so at their own choice. The DPS Ketchikan facility takes a minuscule amount of calls and resources compared to the remainder of the state and it business decision on DPS' part where we transfer calls and where we put our resources.

Chair Cavanaugh: Thank you Major.

Representative Ortiz: A follow up question on Major Chastain's comment. Major, again I apologize but I am new to this process. Are you telling me that the email we received doesn't connote or provide the understanding that in fact the dispatch is coming to an end in 2 weeks? That is the way I interpreted the email. Can you elaborate on that?

Major Chastain: Are you referring to the email that was sent months ago with our plan to close the Ketchikan facility and then the project was stopped because the administration stopped out progress with moving that forward. Are you referring to that email?

Representative Ortiz: No, I am referring to an email that I received either the beginning of this week or the end of last week that referred to this process happening by September 1. I don't want to use the correct quote closure, but it definitely the intention of the email was to say that things in Ketchikan was coming to an end in terms of dispatch within 2 weeks.

Major Chastain: To be clear, I am not aware of an email that DPS sent, I don't know who authored that email, I don't know what it is referencing. The Sept 1 deadline was a deadline for this working group to present a report. The only email that I am aware of was issued many months ago to the Ketchikan employees indicated that we were planning on moving their positions to the southcentral area and we have not issued an email since then.

Chair Cavanaugh: Thank you rep and major Chastain. Any other questions?

Mayor Dial: Can I ask that Rep Ortiz send a copy of the email to Ms. Demboski for sharing with the group.

Amy Demboski: Mayor I have it and am looking for it, it is an email that you have referenced regarding the McGrath situation, it is that same email chain. I will resend it to the group.

John Rockwell: I believe the email that Amy is refereeing to, Brian Vinton would be the individual that put in writing the fact that they are taking on additional support in the next couple of weeks from Ketchikan. He did not indicate anything about Ketchikan being closed, he referenced the fact that we were losing another dispatcher, and therefore we would be moving some additional call services from Ketchikan to Fairbanks. Another thing, the statement that Mayor Dial made also miscategorized the feeling that DPS has regarding why we asked for a moratorium on taking that call service, but no where, way or form did Mr. Vinton, who is the dispatch manager in Fairbanks say we are closing the Ketchikan facility.

Amy Demboski: For the record, it might be easy for me to clear this up right now. The email is dated August 14, 2020 at 10:22 am. from Mr. Brian Vinton to Mr. John Rockwell. The email states: I am reluctant to agree to take on any more calls currently. With us not knowing what the future holds for AST dispatching going forward, I don't want to say we can take their "very few phone calls" and not have the manpower to do so. We are taking on a larger portion of Ketchikan in two weeks. At this point we do not know how long we will have those responsibilities. We had two PCN's transferred to us to help with that, but we are at least 6-8 months from getting those positions hired/trained. Taking on additional agencies will put us in a good position going forward. It will help to ensure that this center is essential throughout the state. We just need to ensure that we take the right steps to be successful. If we overwhelm the current staff, there is a possibility they will start leaving. They can go to the airport, do an quarter of the work, and get paid the same. I don't want to see an exodus from here. I would be more than willing to have a conversation with you. Sometimes email is not the best way to communicate these things. Thank you, B. Scott Vinton, EDS.

Representative. Ortiz: The portion of the email just referenced regarding taking on the larger portion of Ketchikan in two weeks is why I originally raised the question of the email. It seemed to indicate that things were coming to a close within two weeks. That was my interpretation of that.

Chair Cavanaugh: I would like to offer an option, which is based on one of Senator Micciche's comments which is a desire to see more collaboration and partnership moving forward with all stakeholder groups, everybody that is on a subgroup, which includes DPS. And we have, I know in the report, we have talked in a couple of places about the strength of this group and the collaboration and communication that has started. It sounds like it would be important to underscore that collaboration and communication going forward. I know there is a recommendation in the draft report to keep this group as we move forward. It sounds like that is something that is important that we make sure we capture and underscore based on the conversation that I am hearing.

Jacob Butcher: I would like to echo that and Mayor Pierce's comment as well. MatCom has always been a willing partner to streamline processes and work together with DPS and to Senator Micciche's point as well, as far as repairing the relationship between the agencies, I believe that the majority of that can be accomplished simply through DPS having an administrative mentality change of partnering with local agencies as opposed to the desire to have control of operations.

Senator Micciche: Hearing Mr. Chastain speak, I am partnered with DPS in so many things, I support them. I don't like the feel of this, I don't know how we got to this point. But it is imperative, and I am taking your time to state this again, imperative that we come together. A lot of us are resistant with the current plan, I think DPS senses that and we can't have that he said, she said stuff, it is a bit high schoolish. I am not pointing at any direction in this process. Let's please find a way to sit down and get through this. It will get ugly in the public, we have men and women in blue that are out there that this is affecting. And of course, we are always focused on the safety of the public as well. This is ugly, I think being assertive and pushing back was the right thing to do, I think a draft report that is positive but focusing on certain issues obviously was the expected product here, but as we wrap that up it is time to sit down and work this out. I don't think any prior relationships should be severed, we have no money, we have municipality that are operating on tax dollars and will continue operate. I think we have to learn to let bygones be bygones, I will stop at that, but I continue to be concerned as we sort of work in opposition of one another and I hope that we can change that direction and move forward together. I will leave it at that, I believe you know what I mean. I feel like there is just this tension between the two bodies and we all want the same things and we are just not sure how to get there.

Chair Cavanaugh: So our next meeting is August 21 at 9:00 and start with public testimony, we will limit that to 3 minutes per person, then move right in to member comments. We will take additional comments on the draft report, Amy will send out an update version prior. Amendments will be taken through Monday. Any comments?

Major Chastain: I want to speak to Senator Micciche's comments. Sir I appreciate your sentiments and how you are approaching this, from a calm middle ground is clearly is the right way to go. And I think you will find DPS is amenable and understanding in a lot of scenarios. And I think you will find that we are willing to cooperate in a lot of scenarios but there are a couple of hard and fast things that have to happen. DPS has to look out for DPS and so what that means to us is we have to control our process. Right now, we have a vendor and a quasi-vendor in both of these situations and we have to be able to change and manipulate that process with substantial control over what we do. From a law enforcement perspective there is a reason why police agencies have their own dispatch centers. If you look at Ketchikan police department, they don't partner with the Alaska state troopers they have their dispatch center. If you look at the Kenai Peninsula there are multiple dispatch centers on the Kenai that dispatch their own personnel. If you look at the valley, there is a reason that Palmer doesn't want to partner with Wasilla. There is a reason that Fairbanks and the Alaska State Troopers has different dispatch centers. Alaska state troopers have a very unique mission we have to own and control what we do and we are not willing to compromise on that. So, when we come back to the table and we are willing to work with the group that has to be the starting position. We own our processes and we own our employees and we hire, or if we go to a vendor situation we will hire a vendor to do that. In that scenario how, we tell them what needs to

be done. In the spirit of cooperation, we can work through that, that is why we chose in a lot of ways to change our processes and do our own product because there is no business out there that would survive being told you have to stay with a certain vendor, you have to stay with this person, you have to go with this group, you have to do this thing when in fact they want to move on and do something different. And so, I understand what you are saying, believe me I do and I appreciate that. A lot of the comments from folks I understand and appreciate but DPS has to look out for DPS.

Jacob Butcher: I guess that is just the parting of the paths between DPS and MatCom and Ketchikan and Soldotna dispatch center. We could have turned the other way and let the contract go, and all of our employees would still be here, our rate of pay would not change, our call volume would and our workloads would drop drastically. However, that would be in the best interest of MatCom but that would not be in the best interest of our community's public safety. Myself, and I feel confident in speaking for the Soldotna dispatch manager, we are not interested in what is best for our department we are interested in what is best for public safety. And so that is my comment back to Major Chastain, the difference being concerned for public safety and being concerned for your department.

4. Next Scheduled Meetings:

- a. August 21st, 9am – Public Testimony on Draft Report
- b. August 26th, 2:30pm – Vote on Final Report

5. Adjourn

Public inquiries, or requests for working group documents, may be sent to Annamarie.russell@alaska.gov

From: [Demboski, Amy L \(CED\)](#)
To: bill.doolittle@911insight.com; "Cavanaugh, Heather A."
Cc: [Russell, Annamarie \(CED\)](#); rodneyd@kgbak.us
Subject: RE: 911 and Dispatch Consolidation Working Group
Date: Tuesday, August 18, 2020 2:57:00 PM

Mr. Doolittle,

Thank you for your continued interest and your participation during this process. Your name will be removed from the formal report and will no longer be reflected as a member of the PSAP Consolidation Subgroup.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: William Doolittle [mailto:bill.doolittle@911insight.com]
Sent: Tuesday, August 18, 2020 2:51 PM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; 'Cavanaugh, Heather A.' <Heather.Cavanaugh@acsalaska.com>
Cc: Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: 911 and Dispatch Consolidation Working Group

Ms. Demboski & Ms. Cavanaugh:

Please remove my name from the list of participants for the formal report. I believe that my contributions were no greater than any other member of the public that joined the proceedings.

Thank you,

Bill Doolittle

From: [Demboski, Amy L \(CED\)](#)
To: [dgoggins@telalaska.com](#); [oconnor@alaskatel.org](#); [cpierce@kpb.us](#); [ednadevries@yahoo.com](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Chastain, Bernard A \(DPS\)](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#)
Cc: [Russell, Annamarie \(CED\)](#)
Subject: FW: Question on McGrath
Date: Wednesday, August 19, 2020 3:46:00 PM
Importance: High

Working Group Members,

Here is the email referenced in the meeting today.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Tyson Gallagher [mailto:tgallagher@gci.com]
Sent: Friday, August 14, 2020 4:29 PM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Subject: Question on McGrath

Hi Amy,

GCI was contacted by the community of McGrath inquiring about having the Alaska State Troopers dispatch for them. I received an update on these discussions, but it made me wonder if the request from McGrath, which was declined, might indeed be a good testing ground for some of the concepts that we have discussed in the Working Group and subcommittees?

Would you please share this question with the Working Group for their discussion and consideration?

Thanks very much,

Tyson

From: Debbie Hunsinger <dhunsinger@gci.com>
Sent: Friday, August 14, 2020 12:57 PM
To: Stephanie Nichols <snichols@gci.com>; Juliana Wayman <jwayman@gci.com>; Tim Stelzig <tstelzig@gci.com>; Tyson Gallagher <tgallagher@gci.com>
Cc: Heather Handyside <hhandyside@gci.com>; Jenifer Nelson <jnelson1@gci.com>; Jeff Shank <jshank@gci.com>

Subject: FYI, SOA rejected McGrath's query re 911 call routing to AST-F

LCAD folks,

Brief summary:

- McGrath suspects their local equipment may be contributing to some of the 911 call problems they have been experiencing.
- McGrath contacted SOA to discuss having its 911 calls re-routed to the Fairbanks Troopers.
- SOA/Fairbanks Troopers rejected McGrath's request, citing lack of resources and upcoming changes with DPS.

Emails string between SOA and McGrath is below.

Notes from my 8/13 phone call with McGrath are in the attached email.

Please advise if you want me to do anything more with this.

Thank you,

DEBBIE HUNSINGER

GCI | 911 Program Manager

t: 907-868-5560 | **m:** 907-227-7530 | **w:** www.gci.com

From: Sarah McClellan <administrator@cityofmcgrath.org>

Sent: Friday, August 14, 2020 12:10 PM

To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>

Cc: Debbie Hunsinger <dhunsinger@gci.com>

Subject: Re: FW: discussing 911 dispatch for McGrath

[EXTERNAL EMAIL - CAUTION: Do not open unexpected attachments or links.]

John, Thank you for all of this information. When the Palmer site is in motion, would you please remember McGrath.

Changing from our radio phone system will take folks time to understand. It's hard knocks out here and no one likes change. We have had poor cell service in the past but that's improving. A modern 911 is what we need now.

Looking forward to that discussion with community leaders and you sometime in the future.
Sincerely, Sarah

On Fri, Aug 14, 2020, 11:59 AM Rockwell, John V (DPS) <john.rockwell@alaska.gov> wrote:

Sarah,

I reached out to the Alaska State Trooper Fairbanks Dispatch Center and asked if they could take over 9-1-1 calling from McGrath. Unfortunately they are unable to take on additional calling areas

of the state at this time.

More than you need to know: The Alaska State Troopers is working through the process to move forward with an additional dispatch center in Palmer. Hopefully the Governor will give us the green light to proceed within the next couple of months. If so, we would be happy to schedule some time to proceed.

Thanks.

John

Stay Safe - Stay Healthy - Stay Hopeful

John Rockwell

Statewide 9-1-1 Coordinator, FirstNet SPOC, SWIC
Department of Public Safety / Alaska State Troopers
(907) 269-2037 - Office
(907) 538-1079 - Cell
John.Rockwell@alaska.gov

Loyalty, Integrity, Courage, Compassion, Leadership & Accountability

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From: Rockwell, John V (DPS)

Sent: Friday, August 14, 2020 10:28 AM

To: Vinton, Brian S (DPS) <brian.vinton@alaska.gov>; Roberts, Richard R (DPS) <richard.roberts@alaska.gov>

Subject: RE: discussing 911 dispatch for McGrath

Thanks Scott, I appreciate you honest evaluation. You and your staff is do a tremendous job, and I appreciate all you do.

I will let McGrath know that we have a moratorium on taking on new areas of the state until the Governor makes his final decision and DPS is able to proceed with additional resources.

John

From: Vinton, Brian S (DPS) <brian.vinton@alaska.gov>

Sent: Friday, August 14, 2020 10:22 AM

To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>; Roberts, Richard R (DPS) <richard.roberts@alaska.gov>

Subject: RE: discussing 911 dispatch for McGrath

I am reluctant to agree to take on any more calls currently.

With us not knowing what the future holds for AST dispatching going forward, I don't want to say we can take their "very few phone calls" and not have the manpower to do so.

We are taking on a larger portion of Ketchikan in two weeks. At this point we do not know how long we will have those responsibilities. We had two PCN's transferred to us to help with that, but we are at least 6-8 months from getting those positions hired/trained.

Taking on additional agencies will put us in a good position going forward. It will help to ensure that this center is essential throughout the state. We just need to ensure that we take the right steps to be successful. If we overwhelm the current staff, there is a possibility they will start leaving. They can go to the airport, do an quarter of the work, and get paid the same. I don't want to see an exodus from here.

I would be more than willing to have a conversation with you. Sometimes email is not the best way to communicate these things.

Thank you

B. Scott Vinton, EDS
Alaska State Troopers
"D" Detachment
1979 Peger Road
Fairbanks, AK 99709
907-451-5100 Office
907-451-3027 Fax

From: Rockwell, John V (DPS) <john.rockwell@alaska.gov>

Sent: Friday, August 14, 2020 9:37 AM

To: Roberts, Richard R (DPS) <richard.roberts@alaska.gov>; Vinton, Brian S (DPS) <brian.vinton@alaska.gov>

Subject: RE: discussing 911 dispatch for McGrath

No, not exactly. I was told by Sarah E. McClellan, City Administrator that they get very few calls per year.

From: Roberts, Richard R (DPS) <richard.roberts@alaska.gov>

Sent: Friday, August 14, 2020 9:35 AM

To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>; Vinton, Brian S (DPS) <brian.vinton@alaska.gov>

Subject: RE: discussing 911 dispatch for McGrath

Do we know the call volume that McGrath has?

-R

CAPTAIN RICK ROBERTS
OPERATIONS SUPPORT BUREAU
DEPARTMENT OF PUBLIC SAFETY
907.269.5645
RICHARD.ROBERTS@ALASKA.GOV

From: Rockwell, John V (DPS) <john.rockwell@alaska.gov>
Sent: Friday, August 14, 2020 9:24 AM
To: Vinton, Brian S (DPS) <brian.vinton@alaska.gov>
Cc: Roberts, Richard R (DPS) <richard.roberts@alaska.gov>; Rockwell, John V (DPS) <john.rockwell@alaska.gov>
Subject: FW: discussing 911 dispatch for McGrath

Scott, I have been contacted by McGrath to take over 911 calling. Please let me know if this is something you are willing to do. If so, they would like us to explain to them how it would work next Wednesday noon.

Please let me know what you think.

John

From: Sarah McClellan <administrator@cityofmcgrath.org>
Sent: Thursday, August 13, 2020 11:55 AM
To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>
Subject: discussing 911 dispatch for McGrath

Thank you so much for speaking with me today. I would like to plan an initial meeting with McGrath City Council and Emergency Responders next Wednesday at Noon. Would this work for you?

I would like you to explain how the (modern) 911 dispatch system works and provide examples of how calls would be handled. Perhaps the Fairbanks Coordinator should be included.

Our Responders are the Kuskokwim Valley Rescue Squad (ambulance volunteers), McGrath Health Center (paid medical providers at a Clinic), McGrath Volunteer Fire Department (volunteers who set up the 911 radio system 20, or more, years ago) and the AK State Troopers in Aniak. We also have a Wildlife Trooper who lives here in McGrath. he responds to all sorts of emergency calls.

You mentioned a sir charge -- McGrath is rabidly against any types of taxes or charges like that. If the service had a fee, we would look to a municipal revenue source, such as our bed-tax funds or Public Safety funds.

Please let me know if Wednesday, August 19 at 12pm is a good time for you.
Sincerely, Sarah

Sarah E. McClellan, City Administrator

CITY OF McGRATH / ADMINISTRATION

PO Box 30

McGrath, Alaska 99627

Main Number: (907) 524-3825

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From: [Russell, Annamarie \(CED\)](#)
To: [Demboski, Amy L \(CED\)](#)
Subject: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft
Date: Friday, August 21, 2020 8:11:35 AM
Attachments: [2020 08 20 Interior Delegation Comments on 911 and Dispatch Consolidation WG Report.pdf](#)

Annamarie Russell

Development Assistant
Alaska Development Team
550 West 7th Avenue, Suite 1550
Anchorage, AK 99501

From: Joseph Byrnes [mailto:Joseph.Byrnes@akleg.gov]
Sent: Thursday, August 20, 2020 4:47 PM
To: Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Greetings Annamarie,

Please find the attached letter from the members of the Interior Delegation as public comment on the 911 and Dispatch Consolidation Working Group Report and Recommendations Draft. Let me know if there are any questions.

Regards,

Joe Byrnes
Chief of Staff
Office of Representative Bart LeBon
907-465-2872

Alaska State Legislature



August 20, 2020

Amy Demboski, Assistant Commissioner
Department of Commerce, Community, and Economic Development
550 West Seventh Avenue, Suite 1535
Anchorage, AK 99501

Delivered Electronically to annamarie.russel@alaska.gov

RE: Public Comment to 911 and Dispatch Consolidation Working Group Report and Recommendations

Dear Assistant Commissioner Demboski:

Thank you for the opportunity to provide public comment on the draft report and recommendations of the 9-1-1 & Dispatch Consolidation Working Group. As legislators representing the Interior of Alaska, in reviewing the draft and the proceedings of the Working Group, we felt it important to raise a number of concerns that are provided below.

The members of the Interior Delegation submitted a letter to Governor Dunleavy and OMB Director Steiniger dated July 6, 2020, urging them to allow a previously planned upgrade project in Fairbanks between the Department of Public Safety (DPS) and the Fairbanks North Star Borough (FNSB) to proceed. DPS and the FNSB had previously entered into an intergovernmental agreement (IGA) for the acquisition, implementation, and operation of shared 911 technology that would have allowed for significant cost savings for the State and the Borough as well as ensured continued interoperability of their dispatch systems. The IGA was part of DPS's broader effort to consolidate and improve emergency dispatching for the Alaska State Troopers statewide.

Upon the Governor establishing the 911 and Dispatch Consolidation Working Group through Administrative Order 318, forward progress on the FNSB and DPS upgrade project was halted by DPS, forcing the termination of the IGA by the Borough. As noted in our letter, FNSB Emergency Operations and the DPS Fairbanks Northern Operations Center facility on Peger Road have enjoyed a mutually beneficial and cooperative relationship for many years. Pursuing separate upgrades will likely result in higher costs to the State and Borough, the redundant procurement of equipment, and the lack of full interoperability. Additionally, uncoordinated upgrades could result in the DPS Fairbanks facility's capabilities being reduced to Phase Zero service which would be unacceptable for Borough residents who rely on the Alaska State Troopers for public safety needs. Even if efforts statewide are delayed pending further examination, the co-procurement project between the Department of Public Safety and FNSB

should be permitted to continue. Given the statewide scope of the 911 and Dispatch Consolidation Working Group's recommendations, it is concerning that there was little consideration of the potential impacts to the Interior from the delay of the project.

It must be noted that the Working Group did not have any membership or participation by persons located in the Interior. Membership was heavily weighted toward individuals living in Southcentral (Anchorage, Wasilla, Palmer, Kenai, Soldotna) and Southeast (Ketchikan). Only one member was based in a rural area, despite the desire of DPS to improve dispatching service to rural communities through their dispatching upgrade project. Among the recommendations of the Working Group is that the Governor extend the 9-1-1 & Dispatch Consolidation Working Group through December 2021. If this recommendation is accepted, we urge the Governor to expand the membership of the Working Group to include broader regional representation of stakeholders to include the Interior in these conversations.

Our understanding is that in their development of the South Operations Center Project, DPS sought to replicate the model between the Fairbanks North Star Borough's Emergency Communications Center and the DPS Fairbanks facility for the dispatching of Alaska State Troopers in southcentral and southeast Alaska. The Fairbanks Emergency Communications Center serves as the primary public safety answering point (PSAP) for the Fairbanks North Star Borough, dispatching the Fairbanks Police Department as well as FNSB fire and EMS resources, and coordinates with DPS for the dispatching of State Troopers from their Peger Road facility. Given the operational benefits that Interior residents and public safety agencies have cultivated through this arrangement, it was unfortunate there was a lack of curiosity by the Working Group into the experience of the Interior. The draft recommendations state that the current DPS proposal "will likely diminish service to the consolidated areas." We do not believe that is the case in the Interior.

As a matter of process, it is concerning to us that from the onset it seemed many members of the Working Group expressed great skepticism and a lack of openness to the opportunities presented by the consolidation of dispatch resources. As a matter of management, we feel deference should be given toward the agency whose members are among the end-users of the product. The focus of the Working Group seemed exclusively centered on issues with the Department of Public Safety's decision to terminate contractual relationships and relocate State resources, with no examination of other factors that have contributed to Alaska being far behind in statewide 911 capabilities.

The recommendations note that wireless carriers serving the majority of rural Alaska are "ready to move forward on Phase II upgrades over a reasonable timeline." However, as recently as 2017, multiple carriers requested FCC waivers (which were granted in 2019) from the location collection, delivery, and reporting requirements of Section 20.18(i) of the FCC's Indoor location accuracy for 911 and testing requirements including Copper Valley Wireless,¹ Cordova Wireless Communications,² TelAlaska Cellular,³ and Bristol

¹ Copper Valley Wireless, LLC Petition for Temporary Waiver of Wireless E911 Location Accuracy Requirements PS Docket 07-114, filed March 29, 2017

² Cordova Wireless Communications, LLC Petition for Temporary Waiver of Wireless E911 Location Accuracy Requirements PS Docket 07-114, filed February 3, 2017

³ TelAlaska Cellular, Inc. Petition for Temporary Waiver of Wireless E911 Location Accuracy Requirements PS Docket 07-114, filed May 22, 2017

Bay Cellular Partnership.⁴ The provider petitions for the aforementioned carriers each noted that there was not a PSAP capable of receiving location data as a reason that their waivers should be granted by the FCC. If the reason for providers not upgrading capabilities is due to a lack of a capable PSAP, then the proposed DPS project to serve as the primary PSAP for underserved rural areas would satisfy that issue. The Working Group report has no examination of the responsibilities of telecommunication providers to upgrade service capabilities or questioned why in the intervening time that waivers were requested that Phase II capabilities were otherwise not developed.

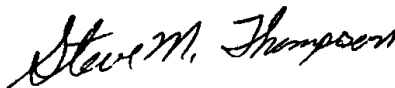
Furthermore, the report did not provide any investigation of previous discussions⁵ between the Department of Public Safety and the City of Wasilla regarding transforming MatCom into a consortium model, allowing for shared governance of the operational aspects of the center which is presently responsible for dispatching State Trooper resources throughout the Matanuska-Susitna Borough.

Consolidation of government infrastructure that will reduce costs to the State of Alaska is a valuable tool, particularly now given the fiscal constraints the State faces. We understand that consolidation is difficult for communities but recognize it must be kept as an option to reduce budgetary demands on the State. Consolidation of facilities and infrastructure, the use of common software platforms, and shared staffing have discernable operational benefits and logically can lower costs in the long term. The Interior has witnessed these benefits firsthand and our constituents have not raised concerns about dropped calls or public safety issues with the Alaska State Troopers that are predicted in the Working Group report. We recommend further consideration of the benefits to be a part of any comprehensive report on the matter.

Respectfully,



Rep. Bart LeBon
House District 1 – Fairbanks



Rep. Steve Thompson
House District 2 – Fairbanks



Rep. Mike Prax
House District 3 – North Pole



Rep. Grier Hopkins
House District 4 – Fairbanks



Rep. Adam Wool
House District 5 – Fairbanks



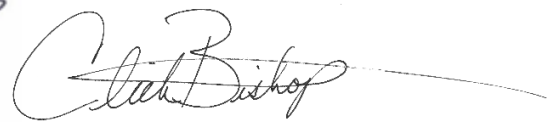
Rep. David Talerico
House District 6 – Healy



Sen. Scott Kawasaki
Senate District A – Fairbanks



Sen. John Coghill
Senate District B – North Pole



Sen. Click Bishop
Senate District C- Fairbanks

⁴ Bristol Bay Cellular Partnership Petition for Temporary Waiver of Wireless E911 Location Accuracy Requirements PS Docket 07-114, filed March 7, 2017

⁵ Letter from DPS Dep. Comm. Duxbury to City of Wasilla Mayor Cottle, March 7, 2019

CC: The Honorable Mike Dunleavy, Governor of the State of Alaska
Ben Stevens, Chief of Staff – Governor Mike Dunleavy
Miles Baker, Legislative Director – Governor Mike Dunleavy
Commissioner Amanda Price, Department of Public Safety
Deputy Commissioner Leon Morgan, Department of Public Safety
Mayor Bryce Ward – Fairbanks North Star Borough
Director David Gibbs, Emergency Operations – Fairbanks North Star Borough

Enclosed: Interior Delegation Letter to Governor Dunleavy Regarding FNSB and DPS Northern
Operations Center 911 Dispatch Upgrades, July 6, 2020

Alaska State Legislature



July 6, 2020

The Honorable Mike Dunleavy
Governor of Alaska
PO Box 110001
Juneau, AK 99811-0001

Neil Steininger, Director
Office of Management and Budget
PO Box 110020
Juneau, AK 99811-0020

Delivered Electronically

RE: FNSB and DPS Northern Operations Center 911 Dispatch Upgrades

Dear Governor Dunleavy and Director Steininger:

We respectfully request that you permit the Department of Public Safety (DPS) to promptly reengage into an intergovernmental agreement with the Fairbanks North Star Borough (FNSB) for co-procurement of necessary 911 dispatch infrastructure upgrades.

Investments by the FNSB Assembly in our local emergency communications infrastructure and coordination with the DPS Fairbanks Northern Operations Center facility on Peger Road have helped to create a mutually beneficial and cooperative relationship between the Department and FNSB Emergency Services for many years. With FNSB's dispatch infrastructure at the Fairbanks Emergency Communications Center reaching its end of service life, the Department and the Borough entered into an intergovernmental agreement (IGA) to upgrade DPS's aging dispatch infrastructure concurrently with the Borough, allowing for cost savings from co-procurement. Upgrading the systems at the same time would also ensure continued interoperability and redundancy between the Borough and State systems. Under the IGA, DPS took the lead on RFPs for the upgrade and had received several proposals to move forward with the project this fall. However, it is our understanding that the Department's work on the IGA was halted by the administration due to the ongoing controversy with the consolidation of 911 dispatch services in Southcentral and the appointment of the 911 Dispatch Consolidation Working Group. As the Borough must proceed with its emergency dispatch infrastructure upgrades, it executed a termination clause in the IGA to pursue the project on its own and at a greater cost.

On top of the greater cost the Borough will incur, the State's costs will also be increased by pursuing upgrades separately with the redundant procurement of equipment and potentially

separate software systems that will lack full interoperability. Additionally, we have learned that once the Borough's dispatch infrastructure upgrades are complete in the next nine months, DPS will be unable to process caller location information accompanying transferred 911 calls from the Fairbanks Emergency Communications Center. This will reduce the DPS Fairbanks facility's dispatching to Phase Zero service because of the loss of the Enhanced-911 (E-911) capabilities that enable dispatchers to ascertain the location of mobile and landline phone callers, a feature critical for timely emergency response. It is our understanding that there is still an opportunity for DPS to reengage into an IGA with the FNSB and take advantage of co-procurement cost efficiencies and prevent any interruption in service.

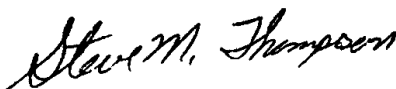
Waiting for a recommendation from the 911 Dispatch Consolidation Working Group in September will create an unnecessary delay in the upgrade project and it is unacceptable that FNSB residents will experience reduced emergency service for a dispute that is arising from the Southcentral region. The FY21 Operating Budget dispatch intent language is specific to an Anchorage Emergency Communications Center and should not prevent DPS from continuing its productive relationship with FNSB Emergency Services.

We urge you to allow DPS to continue this important work that not only will provide cost savings for taxpayers in the Fairbanks North Star Borough and the State of Alaska in this time of fiscal discipline, but also will ensure a timely emergency response remains available to all Interior residents.

Respectfully,



Rep. Bart LeBon
House District 1 – Fairbanks



Rep. Steve Thompson
House District 2 – Fairbanks



Rep. Mike Prax
House District 3 – North Pole



Rep. Grier Hopkins
House District 4 – Fairbanks



Rep. Adam Wool
House District 5 – Fairbanks



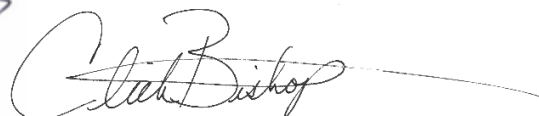
Rep. David Talerico
House District 6 – Healy



Sen. Scott Kawasaki
Senate District A – Fairbanks



Sen. John Coghill
Senate District B – North Pole



Sen. Click Bishop
Senate District C- Fairbanks

CC: Ben Stevens, Chief of Staff – Governor Mike Dunleavy
Suzanne Cunningham, Legislative Director – Governor Mike Dunleavy
Commissioner Amanda Price, Department of Public Safety
Deputy Commissioner Leon Morgan, Department of Public Safety
Mayor Bryce Ward – Fairbanks North Star Borough
Director David Gibbs, Emergency Operations – Fairbanks North Star Borough
Heather Cavanaugh, Chair – 911 Dispatch Consolidation Working Group

From: Christine O'Connor
To: [Demboski, Amy L \(CED\)](#)
Cc: dgoggins@telalaska.com; cpierce@kpb.us; ednadevries@yahoo.com; heather.cavanaugh@acsalaska.com; [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); rodneyd@kgbak.us; ronmarieiris@yahoo.com; AKDRAFT77@YAHOO.COM; [Chastain, Bernard A \(DPS\)](#); [Micciche, Peter A \(LEG\)](#); Representative.Dan.Ortiz@akleg.gov; tgallagher@gci.com; [Russell, Annamarie \(CED\)](#)
Subject: Re: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft
Date: Monday, August 24, 2020 9:56:09 AM

Dear Ms. Demboski and Working Group Members,

Thank you for circulating the letter from Fairbanks' legislators on Friday. As chair of the e911 subgroup and a representative of the telecom industry on the working group, I would like to offer a few thoughts and an invitation for further discussions.

Unfortunately the Working Group or Subgroups did not receive any presentations or other detailed information about the Fairbanks dispatch centers, so we have not yet had the opportunity to learn about how the IGA and Fairbanks dispatch centers operate. The Subgroups have met multiple times every week over the past months and each chair repeatedly requested and encouraged participants to recommend agenda items, and to my knowledge every request was accommodated including requests from parties which were not part of the working group or subgroups. Our intent was to gather as much information as possible in the timeframe we had. It is encouraging to hear that the concerns which have been raised about diminished service in Southcentral will not be present in the Interior, particularly the dramatic increase in numbers of 911 calls being transferred, which is of continuing, deep concern to most members of the subgroups.

We are in the final days of the working group process, and the subgroups have finished their public meetings. However, if the Governor accepts the unanimous recommendation to continue the Working Group, I encourage the Fairbanks stakeholders to bring detailed information to the working group so an informed discussion and recommendation can be made as quickly as possible.

Alaska's wireless providers are deeply appreciative of the opportunity to work with so many stakeholders to identify improvements to 911 services throughout Alaska, particularly in rural areas. We serve rural Alaska and we live in communities across the state and look forward to continuing to work with all stakeholders through the working group process.

Respectfully,
Christine O'Connor
907-570-6944 cell

On Fri, Aug 21, 2020 at 8:52 AM Demboski, Amy L (CED) <amy.demboski@alaska.gov> wrote:

Working Group Members,

The attach public comment has been received.

Respectfully,

Amy Demboski

Assistant Commissioner

Department of Commerce, Community,

and Economic Development

(907) 269-7387

From: Russell, Annamarie (CED)

Sent: Friday, August 21, 2020 8:12 AM

To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>

Subject: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Annamarie Russell

Development Assistant

Alaska Development Team

550 West 7th Avenue, Suite 1550

Anchorage, AK 99501

From: Joseph Byrnes [<mailto:Joseph.Byrnes@akleg.gov>]

Sent: Thursday, August 20, 2020 4:47 PM

To: Russell, Annamarie (CED) <annamarie.russell@alaska.gov>

Subject: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Greetings Annamarie,

Please find the attached letter from the members of the Interior Delegation as public comment on the 911 and Dispatch Consolidation Working Group Report and Recommendations Draft. Let me know if there are any questions.

Regards,

Joe Byrnes

Chief of Staff

Office of Representative Bart LeBon

907-465-2872

--

Christine O'Connor

Executive Director

Alaska Telecom Association

(907) 563-4000

From: [Demboski, Amy L \(CED\)](#)
To: [Rockwell, John V \(DPS\)](#); [Christine O'Connor](#)
Cc: [dgoggins@telalaska.com](#); [cpierce@kpb.us](#); [ednadevries@yahoo.com](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Chastain, Bernard A \(DPS\)](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#); [Russell, Annamarie \(CED\)](#); [Roberts, Richard R \(DPS\)](#); [Doolittle, William L \(DPS sponsored\)](#); [Morgan, Leon O \(DPS\)](#); [David Gibbs](#)
Subject: RE: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft
Date: Monday, August 24, 2020 12:22:00 PM

Mr. Rockwell,

Thank you for your comments; they will be added to the 8/26 meeting packet. As a point of note, the Governor established the representation on the Working Group, and I am confident he is sensitive to the concerns of all regions including the Fairbanks North Star Borough. The most recent public comments from the FBKS delegation was shared with the Governor's Office and added to the 8/26 public meeting packet as well.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Rockwell, John V (DPS)
Sent: Monday, August 24, 2020 11:45 AM
To: Christine O'Connor <oconnor@alaskatel.org>; Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Cc: [dgoggins@telalaska.com](#); [cpierce@kpb.us](#); [ednadevries@yahoo.com](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#) <jbutcher2@ci.wasilla.ak.us>; [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Chastain, Bernard A \(DPS\)](#) <bernard.chastain@alaska.gov>; [Micciche, Peter A \(LEG\)](#) <senator.peter.micciche@akleg.gov>; [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#); [Russell, Annamarie \(CED\)](#) <annamarie.russell@alaska.gov>; [Roberts, Richard R \(DPS\)](#) <richard.roberts@alaska.gov>; [Doolittle, William L \(DPS sponsored\)](#) <william.doolittle@alaska.gov>; [Morgan, Leon O \(DPS\)](#) <leon.morgan@alaska.gov>; [David Gibbs](#) <DGibbs@fnsb.us>
Subject: Re: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Christine,

The Interior Delegation is justified in their allegations of limited participation. This is not the first letter the Delegation sent to the group regarding DPS's planned project, the first letter described the need for a continued partnership between DPS and the North Star Borough, only to be ignored by the committee. It brought up the fact that if the Governor

does not let the Request for Proposal for 911 Call answering software move forward, the Alaska State Trooper Fairbanks Dispatch Center will lose the technical capability for accepting call transfers with call back number and caller location. DPS has a proven model in Fairbanks where calls are routed based on geography to the appropriate PSAP. The goal of the South Central PSAP was to mirror the Fairbanks facility and build Continuity of Operations between centers.

The concern mentioned in your email is incorrect. By not allowing the cooperative purchase and operation of a statewide 9-1-1 system as stated in the IGA between DPS and the NSB, all 911 calls transferred to the DPS center from the Borough will arrive on an administrative handsets, shoving DPS back many years in technology.

Reference letter dated July 6th from the Interior Delegation to Governor Dunlevy starting on page 34 of July 9th Working Group meeting minutes.

Respectfully,

John Rockwell

From: Christine O'Connor <oconnor@alaskatel.org>
Sent: Monday, August 24, 2020 9:55 AM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Cc: dgoggins@telalaska.com <dgoggins@telalaska.com>; cpierce@kpb.us <cpierce@kpb.us>; ednadevries@yahoo.com <ednadevries@yahoo.com>; heather.cavanaugh@acsalaska.com <heather.cavanaugh@acsalaska.com>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>; Rockwell, John V (DPS) <john.rockwell@alaska.gov>; rodneyd@kgbak.us <rodneyd@kgbak.us>; ronmarieiris@yahoo.com <ronmarieiris@yahoo.com>; AKDRAFT77@YAHOO.COM <AKDRAFT77@yahoo.com>; Chastain, Bernard A (DPS) <bernard.chastain@alaska.gov>; Micciche, Peter A (LEG) <senator.peter.micciche@akleg.gov>; Representative.Dan.Ortiz@akleg.gov <Representative.Dan.Ortiz@akleg.gov>; tgallagher@gci.com <tgallagher@gci.com>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: Re: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

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We are in the final days of the working group process, and the subgroups have finished their public meetings. However, if the Governor accepts the unanimous recommendation to continue the Working Group, I encourage the Fairbanks stakeholders to bring detailed information to the working group so an informed discussion and recommendation can be made as quickly as possible.

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Respectfully,
Christine O'Connor
907-570-6944 cell

On Fri, Aug 21, 2020 at 8:52 AM Demboski, Amy L (CED) <amy.demboski@alaska.gov> wrote:

Working Group Members,

The attach public comment has been received.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Russell, Annamarie (CED)

Sent: Friday, August 21, 2020 8:12 AM

To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>

Subject: FW: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Annamarie Russell

Development Assistant

Alaska Development Team

550 West 7th Avenue, Suite 1550

Anchorage, AK 99501

From: Joseph Byrnes [<mailto:Joseph.Byrnes@akleg.gov>]

Sent: Thursday, August 20, 2020 4:47 PM

To: Russell, Annamarie (CED) <annamarie.russell@alaska.gov>

Subject: Public Comment on 911 and Dispatch Consolidation Working Group Report and Recommendations Draft

Greetings Annamarie,

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Regards,

Joe Byrnes

Chief of Staff

Office of Representative Bart LeBon

907-465-2872

--

Christine O'Connor

Executive Director

Alaska Telecom Association

(907) 563-4000

From: [Rockwell, John V \(DPS\)](#)
To: [Christine O'Connor](#)
Cc: [Demboski, Amy L \(CED\)](#); [Russell, Annamarie \(CED\)](#); [Heather Cavanaugh](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rodney Dial](#); [Andrew Rzeszut](#); [Ben Hanson](#); [Bill Merry](#); [Bob Dunn](#); [Brad Sewell](#); [Dave Goggins](#); [Edna DeVries](#); [Hillary Palmer](#); [Butcher, Joel](#); [Tyson Gallagher](#); [Tony Dean](#); [Wahaj Tahir](#)
Subject: RE: Wireline Status in DPS Project?
Date: Wednesday, August 19, 2020 12:36:27 PM

Christine,

I apologize for not bringing this to your attention earlier, but if you look back to DPS's response to questions dated 6/24/20 ([starting on page 10 Appendix E of the document titled Draft V2 Appendices.pdf](#)) DPS has taken on all aspects of Enhanced 911 calling.

In the **Problem Statement** we do not separate wireline and wireless calls for service, we state that:

"Approximately 60,000 Alaskans in unorganized boroughs lack access to Enhanced 9-1-1 services."

We define **Enhanced 9-1-1** as the technology that automatically gives the dispatcher the caller's location.

In the **Mission Statement we include:** to Provide the foundation for statewide access to 9-1-1 calling and 9-1-1 caller location, saving lives and reducing emergency response times

In the **Project Milestones we include:** Implement E 9-1-1 Service for Alaska's rural communities

The **Project Goals** include: Provide the foundation for **statewide access to 9-1-1 calling** and 9-1-1 caller location, saving lives and reducing emergency response times and Develop a repository of statewide **street and address map data** for use by state and local agency dispatch centers

In the short timeframe, you have done a tremendous job and have kept focus on the immediate issues of the technical and financial hurdles of wireless 9-1-1 call routing. You have educated us on the ramifications of moving forward to fast for the rural telco's.

The Department of Public Safety is committed to all aspects of 9-1-1 call handling, and part of our **first phase** is to require Phase I/II calls from rural Alaska.

Respectfully,

John

From: Christine O'Connor <oconnor@alaskatel.org>

Sent: Wednesday, August 19, 2020 11:19 AM

To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>

Cc: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>; Heather Cavanaugh <Heather.Cavanaugh@acsalaska.com>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>; Rodney Dial <rodneyd@kgbak.us>; Andrew Rzeszut <ARzeszut@telalaska.com>; Ben Hanson <benhanson@kpb.us>; Bill Merry <Bill.Merry@acsalaska.com>; Bob Dunn <BDunn@telalaska.com>; Brad Sewell <bsewell@gci.com>; Dave Goggins <DGoggins@telalaska.com>; Edna DeVries <ednadevries@yahoo.com>; Hillary.Palmer <Hillary.Palmer@matsugov.us>; Butcher, Joel <jbutcher@ci.wasilla.ak.us>; Tyson Gallagher <tgallagher@gci.com>; Tony Dean <tdean@gci.com>; Wahaj Tahir <wtahir@gci.com>

Subject: Wireline Status in DPS Project?

Good morning John,

During our e911 Subgroup meeting this morning you stated that enhanced 911 services for wireless communications are part of the first phases of the DPS Project, and also that wireline enhancements are planned for later phases. You also mentioned that this phased approach has been included in documents describing the project, and that you could provide those documents with highlights noting the sections discussing enhanced wireline 911 services.

Several subgroup members, including myself, did not realize that enhanced wireline services are explicitly included in the DPS Project. Will you please provide the project descriptions which address wireline services? This will be an important point for everyone to understand as the full working group continues to work on the final report.

Thank you very much for your participation in the subgroup.

Christine

--

Christine O'Connor
Executive Director
Alaska Telecom Association
(907) 563-4000

From: [Russell, Annamarie \(CED\)](#)
To: [Demboski, Amy L \(CED\)](#)
Cc: [Butcher, Jacob \(DOT sponsored\)](#)
Subject: FW: Draft V 2 suggested edits
Date: Friday, August 21, 2020 8:56:50 AM

Amy

Just received.

Annamarie Russell

Development Assistant
Alaska Development Team
550 West 7th Avenue, Suite 1550
Anchorage, AK 99501

From: Joel Butcher [mailto:jbutcher@ci.wasilla.ak.us]
Sent: Friday, August 21, 2020 8:56 AM
To: Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Cc: Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>
Subject: Draft V 2 suggested edits

Jacob and Annamarie, here are some first look observations so far, that you may want to take into consideration.

Page 4 line 23 and 24. Remove reference to a particular product as to not indicate favor. All areas may not have enough bandwidth presently. This technology is dependent on the subscriber device to send and receive data while on a voice call and not all of the telco carrier's system are set up in this manner. Recommended to restate as

Increased 911 services can be provided to *some areas of* rural Alaska now with new technology, such as *leveraging commercially available location information services, which could be deployed with minimal costs, on a per workstation basis.*

Page 6 line 26 . insert the word "shift" to read as dispatchers on *shift* at a given time ...

Page 7 line 1. with 3-4 dispatchers on shift, while picking up additional *dispatch responsibilities for* the City of Palmer, ...

Joel Butcher, ENP
Technical Support Specialist II
MatCom/Wasilla Police Department
o907-352-5460
c907-232-3808



MATANUSKA-SUSITNA BOROUGH

Office of the Acting Borough Manager

350 East Dahlia Avenue • Palmer, AK 99645

Phone (907) 861-8405 • Fax (907) 861-8669

George.Hays@matsugov.us

August 21, 2020

The Honorable Michael J. Dunleavy (via email: Todd.Smoldon@alaska.gov)
Governor, State of Alaska
PO Box 110001
Juneau, AK 99811-0001

Re: Proposed 2021 DPS Anchorage Emergency Communications Center Project

Dear Governor Dunleavy,

I respectfully request your reconsideration to move the Mat-Su Valley 911 dispatch service for fire, ambulance, and emergency law enforcement to a consolidated center in Anchorage. We again emphasize that we are not in favor of this proposal, as described in our letter to you of February 28, 2020.

While I can only speak on behalf of the Mat-Su Borough fire and ambulance responders, I would like to reiterate the joint opposition with the other Alaska organizations clearly stated in the letter of February 24, 2020. As you know, the Mat-Su Borough relies on the State Troopers and the police departments of the City of Palmer and City of Wasilla for law enforcement services, because as a second class borough, we do not have the police powers to provide police services.

Our focus is concentrated on the ambulance and fire services we provide. This consolidation project for dispatch services is literally a life and death issue for citizens who will experience delays in the ability of responders to arrive timely and efficiently to medical and fire emergencies. The safety to responders, safety to the public, and emergency communications as a whole are at risk, not to mention the fiscal challenges this project presents. There is a significant advantage and benefit for our dispatchers to know the area and the transportation network of roads here. Knowledge of our road system by dispatchers is critical in getting emergency responders where they need to go in the fastest way possible.

It is in the best interest of emergency patients, fire victims, and responding personnel that this project not move forward. Thank you for your careful consideration.

Sincerely,

George W. Hays
Acting Borough Manager

Attachments: February 24, 2020 Letter to Governor Dunleavy
February 28, 2020 Letter to Governor Dunleavy

cc: Borough Assembly
Amy Demboski, Department of Commerce (via email: amy.demboski@alaska.gov)

Providing Outstanding Borough Services to the Matanuska-Susitna Community

Matanuska-Susitna Borough



February 28, 2020

The Honorable Mike Dunleavy
Alaska State Capitol, Room 305
PO Box 110001
Juneau, AK 99811-0001

Re: Proposed 2021 DPS Anchorage Emergency Communications Center Project

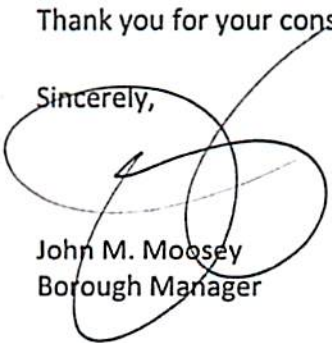
Dear Governor Dunleavy,

On behalf of the Matanuska-Susitna Borough I respectfully request your serious consideration of the negative impacts that would result from the Department of Public Safety's initiative to move Mat-Su Valley 911 service and emergency law enforcement dispatch to a consolidated center in Anchorage. This consolidation would adversely impact the safety to citizens, responders, and emergency communications in the densely populated areas of the Mat-Su Borough.

We are not in favor of this proposal. These changes would create risk of delay in patient care that would significantly impact our citizens, responders, and telecommunicators. We believe public safety is always better handled at the lowest level of government possible. This proposal would be disruptive to the flow of communication needed for timely response to critical incidents, adding extraordinary decisions and additional burden on the demands already carried by telecommunicators. Less staff will be asked to meet a bigger challenge of fielding even more non-emergency and emergency calls, reducing the ability for responders to reach serious situations promptly. The health and well-being of all concerned are not nearly worth the potential cost savings of combining these essential potentially life-saving services.

Thank you for your consideration.

Sincerely,


John M. Moosey
Borough Manager

cc: Borough Mayor and Assembly





February 24, 2020

Honorable Governor Mike Dunleavy
Governor, State of Alaska
Office of the Governor
P.O. Box 110001
Juneau, AK 99811-0001

Re: Proposed 2021 DPS Anchorage Emergency Communication Center Project

Dear Governor Dunleavy,

The purpose of this correspondence is to provide information and transparency regarding the Department of Public Safety's initiative to move 9-1-1 service and emergency law enforcement dispatching from Southcentral and Southeast Alaska into a consolidated emergency communications center located in Anchorage. Approaching your office with decades of subject matter expertise, experience and front line exposure to public safety and emergency communications from across the state, the Kenai Borough, City of Wasilla, City of Houston, Matanuska Susitna Borough Emergency Services, Ketchikan Gateway Borough, and City of Ketchikan bring forward a collaborative list of concerns pertaining to safety, technology issues, and fiscal impact. This consolidation project will have an enormous negative impact on *safety to responders, safety to the public, emergency communications as a whole*, as well as the impacts to the State's budgets moving forward at a time of historic fiscal challenges.

SAFETY ISSUES

- **Diminished First Responder Communications:** The proposed change heavily risks diminished communications between response agencies, which is the number one cited failure in line of duty death investigations for police, fire and EMS rescuers. Resources on the same scene that can see each other will be unable to communicate in a timely manner if they are unable to do a face-to-face discussion. Incidents like these can be active assailant situations, mass casualty calls, hazmat calls, and railroad emergencies where the noise may restrict the ability to verbally communicate.
- **Delay of Definitive Patient Care:** The proposed change risks delay of definitive patient care for the public in the most at-risk communities for mass casualty and complex calls – the densely populated areas of Southcentral and Southeast Alaska.

- **Underestimated Staffing Needs:** The proposed change woefully underestimates the staffing needs of a dispatch center. The proposed dispatch center would be staffed with only 2 on-duty telecommunicators available 24-hours a day with a floating 3rd telecommunicator being available at times. The initiative's goal is to take the hundreds of thousands of calls currently answered by Matcom (which by itself has a minimum staffing of 5 on duty 24-hours a day), Anchorage, Kenai Peninsula, Ketchikan, and any other 9-1-1 center currently contracted by DPS and handle this volume with less staffing than any one of those dispatch centers, let alone the combined complement. Additionally, these two staffed positions would be tasked with fielding the one million plus push to talk transmissions over DPS ALMR radio systems while simultaneously juggling those emergency and non-emergency phone calls, updating records management systems for DPS, and providing judicial service and other administrative support after hours, on weekends, and holidays. This raises enormous concerns for the workload being placed on the telecommunicators, combined with the obvious risk to both public and first responders who may be calling for help and not receiving adequate attention while the telecommunicators are fielding radio traffic while on the phone and updating records management systems.
- **Lack of Medical Director Oversight:** The project summary indicates that the telecommunicators will be processing calls through Emergency Medical Dispatch and Emergency Fire Dispatch protocols. With a lack of a medical director with State oversight, the question is forced of who will be covering not only the responsibility, but the enormous liability for properly authoring, authorizing, installing, training, use and misuse of these protocols? What will these telecommunicators be doing with the medical emergency, CPR instruction, or bleed control in a rural community that has no emergency medical service provider? How would medical direction be given to an entry-level telecommunicator on when to cease CPR instructions because no emergency services will be responding?

Most importantly in the interest of emergency telecommunicators health and well-being, what toll will these traumatic calls with no emergency response capability ultimately take on the telecommunicators mentally? As it stands today, recent studies have shown an overwhelming mental health impact on emergency telecommunicators with approximately 73% suffering from anxiety and another 49% suffering from depression. The structure and direction of this project seems it will only continue to bog down and negatively impact these current findings.

- **Continued Diminished Communications:** Local municipally operated 9-1-1 centers would remain as the primary answering point for emergency calls, and would continue dispatching Fire/EMS after gathering information from the caller, at which point, when law enforcement is also needed (which happens very frequently), the caller would then be transferred to the DPS center. This would undoubtedly result in a safety issue and communication gap if information were to change after the caller was transferred, but prior to other emergency responders arriving. Local responders essentially lose access to that timely sharing of information. It also removes the regional knowledge that a local dispatch center would have,

- **Lack of Emergency Response Resources:** While this initiative to provide 9-1-1 services to the rural areas of Alaska is reasonable and the need undisputed, these areas would still be without the resources needed for a public safety response. Providing enhanced 9-1-1 service comes with a public perception that the caller will receive an emergency response. A centralized DPS center does not improve response times for the Alaska State Troopers. What would an Anchorage based emergency telecommunicator do with an urgent, high-priority call from a rural community that will have no response? Additionally, does the staffing model allow for that telecommunicator to be tied up on that call for an extended period attempting to give bleeding control, childbirth instructions, or CPR protocol while their one other partner in the room attempts to get a first response while fielding other emergency calls?
- **Non-Compliance with NIMS Standards:** The proposed change is not compliant with the National Incident Management System (NIMS). According to the most recent standard for NIMS and the Incident Command System (ICS), "Leadership at the incident level and in EOCs facilitates communication through the development and use of a common communications plan...Integrated communications provide and maintain contact among and between incident resources, enable connectivity between various levels of government, achieve situational awareness, and facilitate information sharing (source: National Incident Management System, 3rd edition, FEMA. [October 2017])

TECHNOLOGY ISSUES

- **Substantial Increased Risk of Failure:** Safety as it relates to potential failures in the telecommunications network – as it pertains to a 1,500 mile "network-loop" consisting of multiple layers of technology provided by multiple telecommunications providers required to 'transport' a 911 call from Southeast-to-Anchorage-to-Ketchikan for ultimate dispatch is one of several primary concerns in this initiative. In the Southeast, Ketchikan dispatch, for example, currently dispatches Ketchikan based Alaska State Troopers. While this call is currently transferred from a Ketchikan dispatcher to an AST dispatcher at the Ketchikan post, it is the best possible solution as it involves a maximum of approximately 20 'route miles' of fiber optic cable, supported by an advanced all-IP network, all under the control of one company (KPU Telecommunications). This methodology ensures immediate response and a focused timely resolution should any aspect of the dispatch-network fail.
 - DPS's initiative intends to relocate the dispatch function to Anchorage. Regardless of any timing delays in relying upon a system that transfers 911 calls to Anchorage, another concern is the additional technology and network topology that is being placed in the middle of the 911 call transaction (roughly 1,500 miles roundtrip).
 - The concerns are obvious in this scenario – DPS would be inserting the technical vagaries and risk of relying upon a network consisting of an additional 1,500 route miles and multiple layers of electronics owned and operated by a variety of

companies, none of which is controlled or operated locally, and all of which have failed in the past.

- The various past outages were not anomalies. The various outages represent 'the way things are' when complex networks (spanning thousands of miles) operated by multiple companies (traversing thousands of miles of mountain top, submarine and other challenging conditions) are tasked with interconnecting and operating 24/7 without fail. All 'works', but it never consistently works without fail.
- The concern cannot be stressed enough relative to the risk of off-island network outages delaying or preventing the completion of 911 calls and related attempts to dispatch a local Trooper.

- **Current Network Failures:** As recent as December 28, 2019, a serious network issue became relevant in Southeast Alaska wherein 911 calls from cell phones were failing to complete, and wherein 911 calls from cell phones to the local Ketchikan PSAP either contained incorrect telephone number information, or no telephone information at all. In short, cell phone calls to the local PSAP did not contain name, number or address information. After an hours-long troubleshooting with ACS, the company confirmed their network was 'OK' and that the network failure must be a result of issues in the lower 48. It was determined a fiber line for CenturyLink had been severed which ultimately resulted in a nearly 24-hour outage to 911 services for mobile callers spanning from Southeast and all the way up through Anchorage. These issues are prevalent, and they are ultimately unavoidable. As much as the State would like to think they can control the private telco providers in the state, this is a grossly misguided mentality; aside from the fact the State may think they would have any kind of oversight or control over providers nationally.

- **Lack of Oversight on Technological Installation, Costs & Maintenance:** Acquisition, installation, licensing, programming and implementation of radio networks, telephone networks, dispatch equipment and software, ALMR, microwave technology, CAMA phone trunk lines, databases, etc... are all areas which would undoubtedly fall on the State's Office of Information Technology (OIT). This department seems ill-prepared to absorb an additional project workload that will be ongoing annually from this initiative forward. A major concern as evidenced in the State of Alaska FY2021 Governor's Operating Budget: "Information systems: Significant reductions in experienced programming staff due to turnover and low compensation has resulted in knowledge gaps which is expected to continue throughout FY2020. Increased risks in managing legacy technologies with Alaska Public Safety Information System (APSIN) and other back office process automation software will continue to limit efforts to modernize the department..... technical staff within the department lack processes to work within the OIT structure."

- With the Department of Public Safety requesting excess of \$800,000 for personnel costs, it begs the question of status on the capitol project overall. Has the 911 phone system

been purchased, configured, and integrated with surrounding communities? Has the system proven itself to meet all needs and functionality for providing caller street addresses in communities where no addressing systems exist? What is the overall cost associated with radio equipment, phone equipment, CAD purchase and installation, ARMS, telephone demarcation equipment, and aside from all of this, what is the annual cost associated with maintenance and upgrades moving forward?

LOCATION/ADDRESSING ISSUES

- **Absence of Current Addressing and Geographic Information Systems:**

DPS's initiative is to bring "Enhanced 911 to communities that don't currently have this service".

- Enhanced 911 is defined by providing selective routing of 911 calls based on the caller's location. Selective routing requires the addition of three components to those required for basic 911:
- A Master Street Address Guide, the translation of the address of the caller to an Emergency Service Zone, and Selective Routing Database which can translate the street address to the proper Emergency Service Zone – in essence, routing to the correct 911 center based on caller's location
- The Master Street Address Guide includes all street addresses assigned through the local Geographic Information System. Unfortunately, every single unincorporated or "Rural" areas which DPS is pursuing to provide Enhanced 911 service to currently does not, and have never had, any sort of organized addressing or GIS information. This portion of the project alone would require construction, translation, and ongoing maintenance, with additional quality control of submitted databases of subscribers, working with data provided by villages, cities, and telephone companies in all areas of the proposed system. None of these aspects have been started, solved, or vetted. It seems evident that this initiative directed at DPS is to build and turn on, only then problem solve after the fact while people's safety and lives are unquestionably at risk.

- **Ongoing maintenance and Costs for GIS:** Compiling, constructing, translating, validating, and maintaining all these databases which currently do not exist will undoubtedly take years and potentially millions of currently unbudgeted funding combined with integration of these databases into a brand new and totally separate 9-1-1 call handling system.

FISCAL IMPACT ISSUES

- **Grossly Underestimated Costs:** DPS has repeatedly underestimated or misrepresented the costs associated with an emergency communications center. There are inherent costs relating to personnel, equipment maintenance, software upgrades, equipment replacement and other operational necessities that are continuous and will inevitably rise annually. To imply there will

be a cost SAVINGS is unrealistic. The scope of work DPS claims they are going to provide is absolutely not possible with the number of positions they have forecast to staff this new center.

- o Were this initiative to move forward, it would be of great wisdom to conduct an in-depth analysis of the full, long-term, real costs associated with the new Anchorage based emergency communications center prior to any additional funding being appropriated or spent.

- **Fiscal Impact on Local Companies:** Local telephone providers will be forced by DPS initiative to provide technological transport over the course of a thousand plus miles to a demarcation point in Anchorage. These circuits can run upwards of \$8,000 a month which could bankrupt some of the locally owned and operated providers. Aside from this, many of the local providers have had zero communications from the DPS sponsored project managers other than a brief press release in January of 2020.

- **Current Funding Struggles:** According to Commissioner Price's testimony to the House Finance Sub Committee in early February 2020, DPS has expended approximately 50% of their allocated \$3.5 Million and are approximately 60% complete with the "engineering phase" – or putting ideas on paper. Associated costs which will undoubtedly soar over budget for the State include

- o Increased Staffing – as the current staffing model will undoubtedly fail
- o Build/Create new dispatch center in Anchorage
- o Develop, implement, purchase, consolidate
 - New Software
 - New Hardware
 - Dispatcher Terminals
 - Building Maintenance Costs
 - Technology costs which increase annually
 - Integration with surrounding municipal PSAPs

It can be easily assumed that the annual operating budget for this emergency communications center will exceed \$3.5 Million each year, not as a one-time startup cost followed by \$870,000 annually for staffing as is being projected.

- **Economic Stimulation Shifts from Rural to Urban Communities:** Current contract fees being paid to local jurisdictions to encourage wider economic development of those municipalities would be spent solely in the Anchorage and Fairbanks areas which have strong economies. The move could devastate the ability of some agencies to maintain the high level of success and safety that is currently performed daily. Many dispatch centers would lose several employment positions resulting in more burden on those that remain and a less diverse economic investment in public safety statewide. Although DPS is encouraging that the current dispatch employees

would receive opportunity to move to Anchorage, this is directly contradicted by DPS response to Representative LeBon dated January 25, 2020: *"The cost savings are found primarily in the marginal costs of local-agency provided services and recruitment of entry-level dispatchers. Local agency services to DPS come at a higher cost due to several factors; ... DPS has already experienced attrition of existing Emergency Services Dispatcher positions, so that their replacements will likely be entry level employees starting at a lower salary level."*


It is accurate to say that the proposal, as currently drafted, could result in a more efficient 9-1-1 system for DPS in remote areas of Alaska, but that efficiency will come at the enormous cost of dispatch capabilities for local municipalities and a cost to safety, risk, and potentially life. Emergency services and their activation MUST be built for resiliency, not efficiency, if we are to provide an adequate service that our residents expect and deserve. This proposal, a carryover from Governor Walker administration, mainly focused on cutting service, and being an apparent knee-jerk reaction capitol project thrown onto DPS with inadequate foundation, must be terminated and replaced with a proposal that bolsters local dispatch centers with increased cooperation, improved reliability, and insulated resilience to disaster and failure.

Public Safety is always best handled at the lowest level of government possible. Between the MatSu, Kenai, and Southeast areas, these local 9-1-1 centers currently operate in the most effective, efficient, and life-saving manner possible as it is within their own community that they are providing service and obtaining funding. To disrupt and divide this service would not only be irresponsible, but could dangerously affect each community's emergency response in the worst way.

Combined opposition to the construction and implementation of the Anchorage Emergency Communications Center under the management of the Department of Public Safety has been resounded from the Mayors of the City of Wasilla, City of Houston, Kenai Peninsula Borough, MatSu Borough Emergency Services, Ketchikan Gateway Borough, City of Ketchikan, Matcom Public Safety Dispatch, and Soldotna Public Safety Communications Center. State representatives and Senators for their respective communities are also disheartened to hear of these proceedings on behalf of their constituents. Combined professional experience and subject matter expertise of this level must be heavily weighed and valued on a matter that will negatively affect the emergency call processing for hundreds of thousands of people.


Thank you for your time and attention to this matter.

Sincerely,


For Ketchikan Borough Mayor Pierce


Ketchikan Borough Mayor Dial¹


City of Wasilla Mayor Cottle


City of Houston Mayor Thompson


Matcom Dispatch Manager Butcher


Houston Fire Dept Chief Hartley


Ketchikan City Public Utility Manager


Wasilla Police Dept Chief Smith


Mat-Su Borough Emergency Services Director Barkley

¹The Ketchikan Gateway Borough issued a media release on November 29, 2019, highlighting the need to retain AST services in Ketchikan. A resolution voicing concern over the proposed consolidation of dispatch services is scheduled for consideration by the Borough Assembly on March 9, 2020.

August 24, 2020

Amy Demboski, Assistant Commissioner
Department of Commerce, Community, and Economic Development
550 West Seventh Avenue, Suite 1535
Anchorage, AK 99501

Delivered Electronically to annamarie.russel@alaska.gov

RE: Public Comment to 911 and Dispatch Consolidation Working Group Report and Recommendations

Dear Assistant Commissioner Demboski:

Good Morning, I would like to address the 911 and Dispatch Consolidation Working Group With my comments, questions and concerns with the group through the process of public testimony. First, I would like to say that this group, at best, has been antagonistic, untrusting, and unwilling to work together with the DPS. The information presented by the DPS to the board has been disregarded and misrepresented. The documentation available to the public reads more like an ugly divorce in mediation than all parties coming to the table to work together for what is best for public safety in all Alaska. There was a lot of finger pointing, jabs at DPS, and lack of personal responsibility taken by certain group members. This was exhausting, upsetting, and detracted from the Governors proposed goal of this group. The focus from early on was how do we stop this project; not how can we work together to meet and support the goals of the Department of Public Safety. When it comes to law enforcement, the state should be at the forefront, modeling a good system and service. However, it appeared members of this group were more focused on discrediting and criticizing the DPS for wanting to move forward and make the changes necessary to get there.

The working group draft contains some information that is questionable. The executive summary states that the DPS has failed to provide adequate staffing, that there are currently 11 dispatchers on duty at any given time to serve all three of the regions. While this is correct, in staffing, it is disingenuous and misleading because only 4 to 5 of these dispatchers provide dispatch services to the DPS. The other 7 dispatchers are dedicated to FIRE/EMS and other law enforcement agencies that their centers service. It is also important to note that neither Soldotna or Matcom could provide the DPS call volume when asked; so if call volume cannot be determined, and the workload is presented without a current workload study from either of these centers then how did the group come to the determination the proposed center is under staffed? The DPS provided baseline data based on information available to them, which had to be pieced together from

available data bases (ARMS & 3 different CADs). The Southern Operations Center is set to mirror the Northern Operations Center which currently has the same staffing and will split the workload 50/50. It is interesting that the Group fails to see that the DPS already runs 2 Emergency Dispatch Centers yet are being viewed by this group as if they do not understand the staffing, budgeting or operational costs of business. The executive summary also asserts dropped calls, increased wait times, jeopardizing public and officer safety. This is an emotional assumption written to inject fear into the public to garner support in maintaining the status quo. There is no statistical data to back up these claims; furthermore, the DPS currently runs this model in the Interior with the Fairbanks North Star Borough and the City of Fairbanks without diminished service to the public or law enforcement. The "surge capacity" does not change with consolidation. The premise of the DPS dispatch model is 1 virtual center with 2 physical locations. This accommodates for rollover calls, heavy call volume or heavy radio traffic periods. Having the ability to enter a call, update a call, or take over a call anywhere in the state is invaluable. Call transfers happen daily, they are an integral part of a dispatch center. Prior to the MSB 911 Primary PSAP change, AST had their calls transferred to them by Palmer Dispatch since the 1990's. DPS dispatch centers still transfer trooper calls to other centers when they lie outside of their Detachment jurisdiction. With the DPS model, there will be the ability to load those calls for service without transfer.

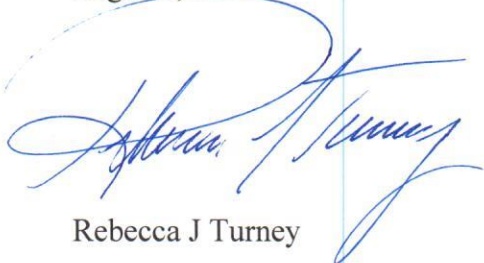
The conclusion in the PSAP Consolidation report points out that consolidation doesn't result in immediate enhancement of 911 in rural Alaska; it is "merely" a future landing zone for emergency calls from rural Alaska. The use of this word has a negative connotation. Merely, simply, only.... This future landing zone is a necessity. When 911 becomes available to these communities in rural Alaska, there needs to be a landing zone, who is going to take the call? Who is going to dispatch that resource? DPS has stated they are responsible and want to start the process to make 911 accessible to all Alaskans. They are not requesting the changes to occur overnight, and they are willing to work with the telcos on timelines. They are requesting to move forward in the direction of overhauling the 911 system statewide, which is a benefit for everyone. But they must start somewhere. At no point in time will there be the money to make all the changes, policies, updates etc. to bring the statewide 911 system from Legacy to NextGen at once. Like most other states, it must come in phases. We need a starting point. Using the blended/contractual model currently in place, when 911 becomes available in rural Alaska, these answering points would be responsible for taking those calls, which undoubtedly would cost the State more money as we cannot expect those answering points to make contractual changes or provide the service for free. The state clearly defined this as a goal in their 6/24/20 response to the Group; page 4 "Provide the **foundation** for statewide access to 911 calling and 911 caller location, saving lives and reducing emergency response times".

Multiple times in the report there is reference to the DPS not being forthcoming with information, however the answers to most of their questions were answered in the response to questions 6/24/20 Meeting document. This 22-page document provides adequate information and answers. That said, certain members of the group didn't like the answers, presumably because it takes revenue from the interests which they are trying to protect. It is also worth pointing out that the challenges the DPS presented in this document are almost identical to what

the Group presented in the executive summary two months later. Lack of statewide governance, unpreparedness of the telcos, call routing, collective cooperation (or as the group says collaboration). The opportunities presented to the Group by DPS are also very similar to what the Group presented in their summary two months later. Please note that the GIS model created was an amazing tool to add to the opportunities and the hard work of Mrs. Palmer should be applauded. What becomes apparent when reading through these documents, is that the DPS and the Group have identified the same benefits and challenges but disagree on how to move forward. While DPS has presented a solution to move forward, the politics of the affected PSAP's are actively trying to discredit the project, while failing to bring any solutions to the table. The concept of knowing that you want something different, but don't know what that is, or what it could be thereby leaving it as is until you figure it out is untenable and unfair to the rest of the state.

Collaboration was mentioned a multitude of times in the executive summary along with extending the group until December 2021. Reading these documents, it is clear that collaboration has left the building. It is not achievable with the players selected. As mentioned in the beginning of my statement, this Group has been antagonistic from the start. These responses drip with vitriol. The behaviors, statements, and attitudes of some members have not been of those who value collaboration. It is obvious that some entities don't want to support the state, however they don't want to lose revenue either. Based on this I would not support the Working Group being extended any longer than already proposed, as it has benefitted the process only in achieving the recommendation that the planning process be conducted with all stakeholders, and of course the addition of the GIS data base. At the core of collaboration is trust. Trust needs to be evident in the relationships – how work is done, how words are spoken, and how the results are accounted for. Without trust, collaboration falls apart quickly and, sometimes, irreparably. With how information was misconstrued and then misrepresented, and with how some members of this Group address the DPS, I think we are leaning towards the latter; irreparable.

Regards,



Rebecca J Turney

Dispatch Supervisor

Palmer Police Department

Demboski, Amy L (CED)

From: Joel Butcher <jbutcher@ci.wasilla.ak.us>
Sent: Wednesday, August 19, 2020 7:26 AM
To: Butcher, Jacob (DOT sponsored); Rockwell, John V (DPS); Hillary.Palmer; tgoggia@gmail.com
Cc: Demboski, Amy L (CED); Russell, Annamarie (CED)
Subject: RE: R&D Sub Group Meeting
Attachments: valdez.docx; delta junction.docx; dillingham.docx; Fairbanks North Star Borough.docx; Hoonah.docx; Kenai Peninsula Borough.docx; Kotzebue.docx; Matanuska Susitna Borough.docx; Municipality of Anchorage.docx; Petersburg.docx

Agreed, on another note, I attempted to search the internet to capture local 911 ordinances related to some of these areas. I copied and pasted into word documents (so it's a pretty raw format) for reference to our work. They are attached, I am sure that I did not find them all.

Joel Butcher, ENP
Technical Support Specialist II
MatCom/Wasilla Police Department
o907-352-5460
c907-232-3808

From: Jacob Butcher <jbutcher2@ci.wasilla.ak.us>
Sent: Tuesday, August 18, 2020 4:25 PM
To: Rockwell, John V (DPS) <john.rockwell@alaska.gov>; Hillary Palmer <Hillary.Palmer@matsugov.us>; tgoggia@gmail.com; Joel Butcher <jbutcher@ci.wasilla.ak.us>
Cc: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; 'Russell, Annamarie (CED)' <annamarie.russell@alaska.gov>
Subject: R&D Sub Group Meeting

Good afternoon,

I don't really see a need to have another meeting this Thursday unless any member of the group would like to convene to discuss any of the recent correspondence or meetings. If I don't hear back by Wednesday morning, I will go ahead and cancel the meeting. I want to make sure everyone has the opportunity to discuss any outstanding topics in the meantime, so please don't hesitate to request we still hold it if there are any items of concern.

Thank you,

Jacob Butcher
Matcom Dispatch
Communications Manager
B (907)352-5411
C (907)414-0411
F (907)376-7839
"A Life Committed to Safety, Service, Property and Environment"

ENHANCED 911 SERVICES

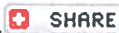
Sections:

3.20.010 Establishment, service area.

3.20.020 Definitions.

3.20.030 Acquisition of equipment and services.

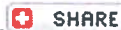
3.20.010 Establishment, service area.



A. Pursuant to AS [29.35.131](#) through [29.35.137](#), any wireline or wireless telephone company providing service within the city shall, together with the police department, fire department and other emergency service providers using the system, cooperate in the establishment of an enhanced 911 emergency reporting system to serve the entire city.

B. The city hereby designates the entire city as the enhanced 911 service area for the city under AS [29.35.137](#)(2). (Ord. 17-08 § 1 (part); Ord. 04-01 § 1 (part))

3.20.020 Definitions.



A. For the purposes of this chapter, any word or term not interpreted or defined by this section shall be used with a meaning of common or standard utilization.

B. The following words and phrases shall have the meanings respectively ascribed to them by this section:

“911 service area” and “enhanced 911 service area” mean the area within the city that has been designated to receive an enhanced 911 system. An area designated to receive an enhanced 911 system is not a service area under Article X, Section 5 of the state constitution or Charter Section 9.01.

“Enhanced 911 equipment” means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced 911 system, including customer premises equipment, automatic number identification or automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software and other essential communication equipment.

“Enhanced 911 system” or “system” means a telephone system consisting of network, database and enhanced 911 equipment that uses the single three-digit number “911” for reporting a police, fire, medical or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911. An enhanced 911 system includes the personnel required to acquire, install, operate and maintain the system and its facilities and to dispatch the calls generated by the system.

“Local exchange service” means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within the city, including access to enhanced 911 systems.

“Local exchange telephone company” or “wireline telephone company” means any telephone utility certified to provide local exchange service or wireline telephone service in the city by the Regulatory Commission of Alaska.

“Public safety answering point” means a twenty-four-hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

“Wireline telephone” means any telephone that uses a local exchange access line. (Ord. 17-08 § 1 (part): Ord. 04-01 § 1 (part))

3.20.030 Acquisition of equipment and services.



The city may purchase, lease or contract for any enhanced 911 equipment or services required to establish, maintain, or upgrade an enhanced 911 system at public safety answering points from a wireline telephone company, wireless telephone company, or other qualified vendor of an enhanced 911 system. (Ord. 17-08 § 1 (part): Ord. 04-01 § 1 (part))

- **Chapter 4.08 - ENHANCED 911 SYSTEM SURCHARGE^[1]**

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Footnotes:

— (1) —

Editor's note— Ord. No. 12-11-08, § 4, adopted Dec. 11, 2012, did not specifically amend the Code; hence, inclusion herein as Ch. 4.08, §§ 4.08.010—4.08.050, was at the editor's discretion.

- **4.08.010 - Definitions.**

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For the purposes of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

"911 service area" or "enhanced 911 service area" means the city has been designated to receive an enhanced 911 system. An area designated to receive an enhanced 911 system is not a "service area" under Article X, Section 5, of the Alaska Constitution.

"Enhanced 911 equipment" means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced 911 system, including customer premises equipment, automatic number identification, automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software and other essential communication equipment.

"Enhanced 911 system" or "system" means a telephone system consisting of network, database and enhanced 911 equipment that uses the single three-digit number, 911, for reporting medical, fire, police, or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point or report emergencies by dialing 911. An enhanced 911 system includes the personnel required to acquire, install, operate and maintain the system.

"Local exchange access line" means a telephone line that connects a local exchange service customer to the wireline telephone company switching office and that has the capability of reaching local public safety agencies, but does not include a line used by a carrier to provide inter-exchange services. However, the local exchange access lines shall not include public pay phones, inter-office trunks, toll trunks and direct inward dialing trunks.

"Local exchange service" means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within the city including access to enhanced 911 systems.

"Local exchange telephone company" or "wireline telephone company" means any telephone utility certified to provide local exchange service or wireline telephone service in the city by the Regulatory Commission of Alaska.

"Public safety answering point" means a twenty-four (24) hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

"Surcharge" means an enhanced 911 system surcharge imposed on wireline and wireless telephones for support of an enhanced 911 system.

"Wireless telephone company" means any telephone company that provides wireless telephone service through cellular, satellite, broadband, radio-based telephone, or data transport service, and bills or sells wireless telephone service to a customer with an address in the city.

"Wireless telephone" means any telephone that is not a wireline telephone that is capable of communication with another device by use of radio waves or satellite signal, which includes cellular, mobile, radio-based, and broadband telephones. Each wireless telephone is considered a separate wireless telephone for purposes of the surcharge.

"Wireline telephone" means any telephone that uses a local exchange access line.

(Ord. No. 12-11-08, § 4)

- **4.08.020 - Enhanced 911 emergency reporting system.**

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Pursuant to AS 29.35.131 through 29.35.137, any wireline or wireless telephone company providing service within the city of Hoonah shall, together with the city, and other emergency service providers using the system, cooperate in the establishment of an enhanced 911 emergency reporting system to serve the city.

(Ord. No. 12-11-08, § 4)

- **4.08.030 - Enhanced emergency reporting equipment or services.**

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A.

Upon adoption of the city budget, the director of public safety shall administer the existing 911 system, on behalf of the city, which will include the ability to purchase, lease, or contract for any enhanced 911 equipment or services reasonably necessary to further enhance the existing 911 system at public safety answering points from either a local exchange telephone company or other qualified vendors of enhanced 911 services.

B.

If the enhanced 911 system is to be provided for an area that is included in more than one telephone company service area, the director of public safety, with the approval of the budget committee, may enter into agreements necessary to establish and operate the system.

(Ord. No. 12-11-08, § 4; Ord. No. 16-01-02, § 2; Ord. No. 16-04-07, § 2)

- **4.08.040 - Enhanced 911 customer surcharge.**

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A.

A surcharge to be set by council resolution not to exceed two dollars (\$2.00) per month per local access line and for each wireless telephone number that is billed or sold to a customer with an address within the city shall be collected only to fund the enhanced 911 system. The council shall annually review this surcharge to determine whether the level of surcharge is adequate, excessive, or insufficient to meet the anticipated enhanced 911 system needs. A wireline telephone or wireless telephone customer may not be subject to more than one 911 surcharge per local exchange access line and wireless telephone. A customer that has more than one hundred (100) wireline access lines from a wireline telephone company in the city is liable for the 911 surcharge only on one hundred (100) wireline access line[s].

B.

The telephone companies shall bill and collect the 911 surcharge from is [its] wireline and wireless customers. The 911 surcharge billed shall be accounted for separately from other charges.

C.

The telephone companies shall remit that portion of the surcharge receipts allocable to the city no later than sixty (60) days after the end of the month in which the amount was collected. From each remittance made in a timely manner, the telephone company is entitled to deduct the greater of one percent of the amount collected or a total of one hundred fifty dollars (\$150.00) per month as the cost of administration for collecting the 911 surcharge. The telephone company shall annually furnish a complete list of amounts due for nonpayment of surcharges, together with the names and addresses of those customers who carry a balance of what can be determined by the company to be for nonpayment of the surcharge.

D.

The city, at its own expense, may require an annual audit of a telephone company's books and records concerning collection and remittance of the surcharge.

(Ord. No. 12-11-08, § 4)

- **4.08.050 - Remittance.**

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A.

On or before sixty (60) days following the end of the month in which the surcharge was billed, the telephone company shall submit to the finance director a return, upon forms provided by the finance director, and submit payment for the surcharge to the city.

B.

The return shall be signed by the agent of the telephone company and include:

1.

The name and address of the telephone company;

Hoonah

2.
The name and title of the person preparing the return;
 3.
The month being reported for which the surcharges were billed;
 4.
The amount of gross surcharges billed for the month of the return;
 5.
The deduction claimed for the surcharges previously billed and remitted to the finance director, but charged off as uncollectable during the month being reported;
 6.
The prorated recoveries representing the month's collection of surcharges previously written off as uncollectable;
 7.
The amount of deduction claimed for the telephone company's administrative costs to collect the surcharges, which may be [the] greater of one hundred fifty dollars (\$150.00) or one percent of amounts collected;
 8.
The net amount of remittance due to the city; and
 9.
Other information and supporting documentation which may be required by the city.
- (Ord. No. 12-11-08, § 4)

- **Chapter 26.65 - ENHANCED 911 SYSTEM**

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- **26.65.010 - Establishment; service area.**

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A.
Pursuant to AS 29.35.131—29.35.137, any wireline or wireless telephone company providing service within the municipality shall, together with the police department, fire department and other emergency service providers using the system, cooperate in the establishment of an enhanced 911 emergency reporting system to serve the entire municipality.

B.
The assembly hereby designates the entire municipality as the enhanced 911 service area for the municipality under AS 29.35.137(1).

(AO No. 93-109, § 1, 7-20-93; AO 2001-176, § 5, 12-1-01)

State Law reference— Service area defined, AS 29.35.137(1).

- **26.65.020 - Definitions.**

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The following words, terms and phrases, when used in this chapter, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Chief fiscal officer means the chief fiscal officer of the municipality or designee.

Chief of police means the chief of the Anchorage Police Department or designee.

Customer, as used in Anchorage Municipal Code [chapter 26.65](#), means each separately billed account, including internal accounts of telephone companies. Each wireless telephone number constitutes a separate customer for purposes of the surcharge.

Department means the finance department of the municipality.

Enhanced 911 equipment means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced 911 system, including customer premises equipment, automatic number identification or automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software and other essential communication equipment.

Enhanced 911 system and *system* mean a telephone system consisting of network, data base and enhanced 911 equipment that uses the single three-digit number, "911," for reporting a police, fire, medical or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911. An enhanced 911 system includes the personnel required to acquire, install, operate and maintain the system.

Anchorage

Fire chief means the chief of the Anchorage Fire Department or designee.

Local exchange access line means a telephone line that connects a local exchange service customer to the wireline telephone company switching office and has the capability of reaching local public safety agencies, but does not include a line used by a carrier to provide interexchange services. Local exchange access line, as used in Anchorage Municipal Code 26.65, means each line which is assessed a subscriber line charge (SLC) or a universal access surcharge (UAS), and shall also include any wireline telephone company official line. However, local exchange access lines shall not include public pay phones, inter-office trunks, toll trunks, direct inward dialing trunks or cellular or wireless telephones.

Local exchange service means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within the municipality, including access to enhanced 911 systems.

Local exchange telephone company or wireline telephone company means any telephone utility certified to provide local exchange service or wireline telephone service in the municipality by the Regulatory Commission of Alaska.

911 service area and enhanced 911 service area mean the area within the municipality that has been designated to receive an enhanced 911 system. An area designated to receive an enhanced 911 system under [section 26.65.010](#) is not a service area under article X, section 5, of the state constitution or Charter section 9.01.

Public safety answering point means a 24-hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

Surcharge means an enhanced 911 system surcharge imposed by this chapter on wireline and wireless telephones for support of the enhanced 911 system.

Surcharge return means the monthly report submitted to the treasurer as required by [section 26.65.053](#).

Telephone company means a local exchange telephone company, wireline telephone company or wireless telephone company as defined in this section.

To bill or bill means to add the surcharge to the customer's account at the time an invoice or similar document is generated for delivery to the customer, or to add the surcharge to the purchase of replenishments of prepaid wireless services.

Wireless telephone company means any telephone company that provides wireless telephone service through cellular, satellite, broadband, radio based telephone or data transport service, and bills or sells wireless telephone service to a customer with an address within the municipality.

Wireless telephone means any telephone that is not a wireline telephone that is capable of communication with another device by use of radio waves or satellite signal, which includes cellular, mobile, radio-based, and broadband telephones. Each wireless telephone number is considered a separate wireless telephone for purposes of the surcharge.

Wireline telephone means any telephone that uses a local exchange access line.

Delta Junction

CHAPTER 1.67 ENHANCE 911 Sections: 1.67.020 Surcharge on Local Access Telephone Lines 1.67.030

Definition of the Delta Junction Area 1.67.020 Surcharge on Local Access Telephone Lines: A surcharge in the amount of \$2.00 per month, shall be levied on each local exchange access line for a wire line telephone, and for each wireless telephone number within a billing address within the Delta Junction area, and shall be billed, collected and remitted by the local exchange telephone company or by the relevant wireless telephone service provider. All proceeds shall be deposited in the General Fund and utilized solely for funding of the Enhanced 911 system. This surcharge shall be administered, applied and collected in strict compliance with all terms and requirements of AS 29.35.131. 1.67.030 Definition of the Delta Junction Area: For the purposes of this ordinance "the Delta Junction area" is defined as all the area encompassed by the DeltaGreely School District. This would include all wireless telephones with a billing address having a postal zip code of 99737 and 99731.

- **CHAPTER 2.60. - EMERGENCY SERVICE COMMUNICATIONS SYSTEM**

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- **2.60.010. - System established—Where.**

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The mayor is authorized to establish an emergency communication system throughout the borough outside of the cities to provide a 911-type communications system and to provide dispatch services both directly or through agreements.

(Ord. No. 2003-07, § 1, 4-1-03; Ord. No. 84-75, § 1, 1985)

- **2.60.020. - Service provided where powers relinquished.**

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The services of this system shall be provided to the residents of any city which relinquishes its emergency communications powers to the borough. Relinquishment of such powers by a city shall not prohibit the automatic electronic routing of calls to such city.

(Ord. No. 2003-07, § 2, 4-1-03; Ord. No. 84-75, § 2, 1985)

- **2.60.025. - Enhanced 911 standards.**

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That the Borough will utilize and adopt, to the extent technically and financially feasible, the most current nationally recognized national standards and recommendations as guidelines for the practices and procedures in the operation of the Borough's Enhanced 911 system. These shall include National Emergency Number Association (NENA), Alliance for Telecommunications Industry Solutions (ATIS), American National Standards Institute (ANSI) and National Fire Protection Association (NFPA) standards for E911 systems.

(Ord. No. 2008-21, § 1, 8-5-08)

- **2.60.027. - Designation of selective router demarcation points.**

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The Borough hereby designates 253 Wilson Lane in Soldotna and 107 South Willow Street in Kenai as the two 911 PSAP Selective Router Demarcation Points solely for the purposes of 911 call delivery by telecommunications carriers.

(Ord. No. [2019-26](#), § 1, 11-5-19; Ord. No. 2008-21, § 2, 8-5-08)

- **2.60.030. - Surcharge on local access telephone lines.**

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A surcharge, in the amount of \$2.00 per month, shall be levied on each local exchange access telephone line within the Borough, and shall be billed, collected and remitted by each local exchange telephone company. All proceeds shall be utilized solely for funding of the E911 system. This surcharge shall be administered, applied and collected in strict compliance with all terms and requirements of AS 29.35.131.

(Ord. No. [2015-10](#), § 1, 5-19-15; Ord. No. [2013-15](#), § 1, 6-4-13; Ord. No. 2011-16, § 1, 6-7-11; Ord. No. 2008-08, § 1, 5-6-08, eff. 7-1-08; Ord. No. 2007-13, § 1, 6-19-07; Ord. No. 2006-06, § 1, 3-14-06; Ord. No. 93-28, § 1, 1993)

- **2.60.035. - Surcharge on local exchange wireless telephone numbers.**

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In addition to other surcharges authorized by law, a surcharge in the amount of \$2.00 per month shall be levied on each wireless telephone number that is billed to an address within the borough, and shall be billed, collected and remitted by each wireless telephone service provider. All proceeds shall be utilized solely for funding of the E911 system. This surcharge shall be administered, applied, and collected in strict compliance with all terms and requirements of AS 29.35.131.

(Ord. No. [2015-10](#), § 2, 5-19-15; Ord. No. [2013-15](#), § 2, 6-4-13; Ord. No. 2011-16, § 2, 6-7-11; Ord. No. 2008-08, § 2, 5-6-08, eff. 7-1-08; Ord. No. 2007-13, § 2, 6-19-07; Ord. No. 2006-18, § 1, 5-16-06; Ord. No. 2001-28, § 1, 9-4-01)

- **2.60.040. - Emergency services communications center advisory board.**

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A.

A nine-member 9-1-1 interagency advisory board is hereby established to govern the emergency services communication system including providing long-range planning for enhanced 9-1-1 services. The board shall advise the borough assembly and administration regarding the level of service, training, new equipment, and budgeting needed to properly operate the enhanced 911 emergency services communication centers. Subject to the provisions of this chapter and other

applicable law, an interagency agreement may be entered between the borough and affected agencies within the borough which shall govern the membership and operation of this board.

B.

Membership on the board shall include representatives from the Central Emergency Service Area, the Nikiski Fire Service Area, the City of Homer Police Department, the City of Seward Police Department, the City of Kenai Police Department, the City of Soldotna Police Department, the Alaska State Troopers, and the 9-1-1 dispatch center located in the vicinity of Soldotna. The mayor shall appoint and the assembly shall confirm by motion or resolution individual appointments from the borough to this board, including those from the service areas and the 9-1-1 dispatch center. The mayor shall consider recommendations of the applicable service area boards when appointing representatives from service areas. City members shall be each city's chief of police, unless another member of each police department is appointed by each city's appointing authority in accordance with the law and any applicable interagency agreement. The Alaska State Trooper representative shall be the Commander of the Alaska State Troopers on the Kenai Peninsula or his designee, and in accordance with any applicable interagency agreement. One or more alternate members may also be appointed for each listed service area and agency in the same manner described above for each board member.

C.

Appointments shall be for an indefinite term, provided that the appointing authority may terminate an appointment at any time, with or without cause, in the sole discretion of the appointing authority.

D.

The board shall be governed by the most current version of Robert's Rules of Order and shall be responsible for annually electing a chair and vice-chair. Five members shall constitute a quorum; however, any action shall require the affirmative vote of five or more board members. Members may attend via teleconference in accordance with applicable provisions of law. The board may adopt by-laws governing its procedures consistent with the provisions of this chapter.

E.

A vacancy shall occur if a board member:

1.

Is removed from office by the appointing authority;

2.

Is no longer employed by the agency, service area or department holding a seat on the board as described above;

3.

Is physically or mentally unable to perform the duties of office;

4.

Misses three consecutive regular board meetings unless excused;

5.

Resigns and the resignation is accepted; or

6.

Is convicted of a felony while a member of the board.

F.

Vacancies in borough seats on the board shall be filled by mayoral appointment and confirmation of the assembly. Vacancies in non-borough seats shall be filled in the manner provided above for city and state members.

G.

Board members shall serve without compensation but are entitled to per diem and travel expenses pursuant to Alaska Statutes from their respective employers.

(Ord. No. 2003-07, § 3, 4-1-03; Ord. No. 2001-04, § 1, 4-3-01)

- **2.60.050. - Definitions.**

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For purposes of this chapter, the following definitions shall apply unless the context necessarily requires a different definition:

Emergency communications system is defined as a system for automatically or manually accepting and routing emergency 911 calls to the authorized police, fire, or emergency medical service provider. Emergency communications powers relinquished by the cities do not include dispatch services.

(Ord. No. 2003-07, § 4, 4-1-03)

- **4.50.010 - Authorization.**

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A.

Pursuant to AS 29.35.131—29.35.137, municipalities that operate an Enhanced 911 E-911) system may impose a surcharge, not to exceed \$2.00 per month, on all local exchange access lines for wireline telephone numbers and all wireless telephone numbers within their jurisdiction; and require wireline and wireless telephone service providers to bill for, collect and remit to the municipality those surcharges through their normal billing processes.

B.

The Petersburg Borough operates an E-911 system, and the entirety of the borough is hereby designated as the E-911 service area for the municipality, under AS 29.35.137(2). Any local exchange or wireless telephone company providing service within the borough shall, together with the borough's emergency service providers, cooperate in the establishment and/or operation of an E-911 system within the E-911 service area.

([Ord. No. 2014-06, § 3, 5-19-2014](#))

- **4.50.020 - Definitions.**

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"Enhanced-911 equipment" means the equipment dedicated to the operation of, or use in, the establishment, operation, or maintenance of an E-911 system, including customer premises equipment, automatic number identification or automatic location identification controller and display units, printer, cathode ray tubes, recorders, software, and other essential equipment required by the system.

"Enhanced-911 service area" means the area within a municipality that has been designated to receive enhanced-911 service; the designation of an area to receive an enhanced-911 system under AS 29.35.131(a) does not designate the area as a "service area" for purposes of Article X, [Section 5](#), Constitution of the State of Alaska.

"Enhanced-911 system" means a telephone system consisting of network, database, and enhanced-911 equipment that uses the single three digit number, 911, for reporting a police, fire, medical, or other emergency situation, and that enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911; an enhanced-911 system includes the personnel required to acquire, install, operate, and maintain the system and its facilities and to dispatch the calls generated by the system.

"Local exchange access line" means a telephone line that connects a local exchange service customer to the local exchange telephone company's switching office and has the capability of reaching local public safety agencies, but does not include a line used by the carrier to provide interexchange services.

"Local exchange telephone company" means a telephone utility certificated to provide local exchange service.

"Public safety answering point" means a 24-hour local jurisdiction communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

"Wireless telephone company" means any telephone company that provides wireless telephone service through cellular, satellite, broadband, mobile or radio-based telephone or data transport service, and bills or sells wireless telephone service to a customer with an address within the designated E-911 service area.

"Wireless telephone" means a telephone that is not a wireline telephone and includes cellular, mobile, radio-based, satellite and broad-band telephones; each wireless telephone number is considered to be a separate wireless telephone for purposes of the surcharge.

"Wireline telephone" means any telephone that uses a local exchange access line.

([Ord. No. 2014-06, § 3, 5-19-2014](#))

- **4.50.030 - Enhanced-911 surcharge established.**

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A.

A surcharge, in the actual amount to be set by assembly resolution or ordinance, but not to exceed \$2.00 per month for each local exchange access line for wireline telephones and for each wireless telephone number that is billed or sold to a customer with a billing address within the Petersburg Borough, is hereby imposed.

B.

The assembly shall annually review the amount of the surcharge to determine whether the level of surcharge is adequate, excessive, or insufficient to meet the anticipated E-911 system needs. The review may be part of the borough budget process. If the amount of the surcharge is changed, the borough shall notify in writing the telephone customers subject to the surcharge and provide an explanation of what the surcharge will be used for.

C.

A wireline telephone or wireless telephone customer may not be subject to more than one E-911 surcharge per local exchange access line or per wireless telephone number. A customer that has more than 100 wireline access lines from a wireline telephone company in the borough is liable for the 911 surcharge only on 100 wireline access lines.

([Ord. No. 2014-06, § 3, 5-19-2014](#))

- **4.50.040 - Creation of fund.**

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There is created a special revenue fund to account for expenditure of the revenue received from the E-911 surcharge.

([Ord. No. 2014-06, § 3, 5-19-2014](#))

• **4.50.050 - Collection and remittance.**

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A.

The telephone companies shall bill and collect the E-911 surcharge each month from its wireline and wireless customers in the E-911 service area. The surcharge billed shall be accounted for separately from other charges.

B.

On or before 60 days following the end of the month in which the surcharge was billed, the telephone company shall submit to the finance director a return, upon forms provided by the finance director, and submit payment for the surcharge due the Borough. From each remittance made in a timely manner, the telephone company is entitled to deduct the greater of one percent of the amount collected, or a total of \$150.00 per month, as the cost of administration for collecting the 911 surcharge. The return shall be signed by the agent of the telephone company and include:

1.

The name and address of the telephone company;

2.

The name and title of the person preparing the return;

3.

The month being reported for which the surcharges were billed;

4.

The amount of gross surcharges billed for the month of the return;

5.

The deduction claimed for the surcharges previously billed and remitted to the finance director, but charged off as uncollectible during the month being reported;

6.

The prorated recoveries representing the month's collection of surcharges previously written off as uncollectible;

7.

The amount of deduction claimed for the telephone company's administrative costs to collect the surcharges, which may be the greater of \$150.00 or one percent of amounts collected;

8.

The net amount of remittance due to the borough; and

9.

Other information and supporting documentation which may be required by the borough.

C.

The telephone company shall annually furnish to the borough a complete list of amounts due for nonpayment of E-911 surcharges, together with the names and addresses of those customers who carry a balance of what can be determined by the company to be for nonpayment of the surcharge.

D.

The borough may, at its own expense, require an annual audit of a telephone company's books and records concerning collection and remittance of the surcharge.

E.

A wireline or wireless telephone customer is liable for payment of the E-911 surcharge in the amounts billed by the telephone company until the amounts have been paid to the telephone company.

([Ord. No. 2014-06, § 3, 5-19-2014](#))

- **4.50.060 - Use of funds.**

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Revenues received from the E-911 surcharge shall only be used for the operation, maintenance and improvement of the Petersburg Borough's E-911 systems, as authorized under AS 29.35.131(i).

Chapter 8.16 ENHANCED 911 SYSTEM

Sections:

8.16.010 Enhanced 911 emergency reporting system.

8.16.020 Definitions.

8.16.030 *Repealed.*

8.16.040 Enhanced emergency reporting systems.

8.16.050 911 emergency surcharge.

8.16.060 *Repealed.*

8.16.070 Regulations.

8.16.010 Enhanced 911 emergency reporting system.

A. Any local exchange telephone company or wireless telephone company providing service within the city, the area between Dillingham and Aleknagik, and Aleknagik shall cooperate with the city of Dillingham in the establishment and operation of an enhanced 911 system to serve the entire city, the area between Dillingham and Aleknagik, and Aleknagik.

B. The city council designates the entire city, the area between Dillingham and Aleknagik, and Aleknagik as the enhanced 911 service area for the city of Dillingham. (Ord. 97-11 § 1 (part), 1997; Ord. 10-03 § 2, 2010.)

8.16.020 Definitions.

In this chapter, unless the context indicates otherwise, the pertinent terms are defined as follows:

"911 service area" or "enhanced 911 service area" means the area within the city, between Dillingham and Aleknagik, and Aleknagik that has been designated to receive an enhanced 911 system under Section [8.16.010](#).

"City" means the city of Dillingham, which will include the area between Dillingham and Aleknagik, and Aleknagik.

"Enhanced 911 equipment" means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced 911 system, including customer premises

equipment, automatic number identification or automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software and other essential communication equipment.

"Enhanced 911 system" or "system" means a telephone system consisting of network, database, and enhanced 911 equipment that uses the single three-digit number, 911, for reporting a police, fire, medical, or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911. An "enhanced 911 system" includes the personnel required to acquire, install, operate and maintain the system.

"Local exchange access line" means a telephone line that connects a local exchange service customer to the local exchange telephone company switching office and has the capability of reaching local public safety agencies, but does not include a line used by a carrier to provide interexchange services.

"Local exchange service" means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company including access to enhanced 911 systems.

"Local exchange telephone company" means a telephone utility certificated under AS 42.05 to provide local exchange service.

"Public safety answering point" means a twenty-four-hour local communication facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

"Wireless telephone" means a telephone that is not a wireline telephone and includes cellular and mobile telephones; each wireless telephone number is considered to be a separate wireless telephone; service for wireless telephone customers who receive monthly or periodic bills sent to an address within a designated enhanced 911 service area. (Ord. 97-11 § 1 (part), 1997: Ord. 10-03 § 3, 2010.)

8.16.030 Confidentiality of information.

Repealed by Ord. 10-03. (Ord. 97-11 § 1 (part), 1997.)

8.16.040 Enhanced emergency reporting systems.

The city may purchase, lease or contract for any enhanced 911 equipment or services required to establish an enhanced 911 system at public safety answering points. (Ord. 97-11 § 1 (part), 1997.)

8.16.050 911 emergency surcharge.

A. A surcharge in the amount of two dollars per month per local access line is imposed on all local exchange access lines and each wireless telephone number that is billed to an address in the city of Dillingham. A local exchange customer may not be subject to more than one 911 surcharge per local

exchange access line. A customer that has more than one hundred local exchange access lines from a local exchange telephone company in the city is liable for the enhanced 911 surcharge only on one hundred local exchange access lines. A wireless telephone customer may not be subject to more than one enhanced 911 surcharge for each wireless number.

B. The local exchange telephone company providing service in the enhanced 911 service area, or the wireless telephone company that provides telephone service to wireless telephone customers with billing addresses within the enhanced 911 service area, shall bill and collect the 911 surcharge. The local exchange telephone company or wireless telephone company shall include the 911 surcharge, stated separately and included in the total amount owed, in the bills delivered to its customers. A customer is liable for payment of the 911 surcharge until the amounts have been paid to the telephone company. Funds collected shall be accounted separately from other utility revenues.

C. The local exchange telephone company or wireless telephone company shall remit the amounts collected no later than sixty days after the end of the month in which the amount was collected. From each remittance made in a timely manner the telephone company is entitled to deduct the greater of one percent of the amount collected or a total of one hundred fifty dollars as the cost of administration for collecting the 911 surcharge. A local exchange telephone company or wireless telephone company is not obligated to take legal action to enforce collection of the 911 surcharge. However, if a telephone company is attempting to collect an unpaid debt from a customer, the telephone company shall also attempt to collect any unpaid 911 surcharge that the customer owes. If a customer pays a portion of a bill that includes a 911 surcharge, the amount paid shall be prorated between the telephone company and the 911 surcharge. The telephone companies shall annually furnish a complete list of amounts due for non-payment of 911 surcharges, together with the names and addresses of those customers who carry a balance that can be determined by the company to be for non-payment of the enhanced 911 surcharge.

D. The city may, at its own expense, require an annual audit of a local exchange telephone company's or wireless telephone company's books and records concerning collection and remittance of the 911 surcharge. (Ord. 97-11 § 1 (part), 1997; Ord. 10-03 § 5, 2010; Ord. 12-15 § 2, 2012; Ord. 16-05 § 2, 2016.)

8.16.060 Role of enhanced 911 in emergency services.

Repealed by Ord. 10-03. (Ord. 97-11 § 1 (part), 1997.)

8.16.070 Regulations.

The city manager, or designee, may adopt regulations providing for application and interpretation of this chapter and facilitating implementation of the requirements of this chapter. (Ord. 97-11 § 1 (part), 1997.)

- **Chapter 3.30 - 911 SURCHARGE**

[SHARE LINK TO SECTIONPRINT SECTIONDOWNLOAD \(DOCX\) OF SECTIONEMAIL SECTIONCOMPARE VERSIONS](#)

Sections:

- **3.30.010 - 911 customer surcharge.**

[SHARE LINK TO SECTIONPRINT SECTIONDOWNLOAD \(DOCX\) OF SECTIONEMAIL SECTIONCOMPARE VERSIONS](#)

A.

A surcharge in an amount to be set by resolution of the city council not to exceed the maximum allowed by A.S. 29.35.131, shall be assessed per month per local exchange access line and for each wireless telephone number that is billed or sold to a customer with an address within the NANA Region and shall be collected to fund the enhanced 911 system provided by the city of Kotzebue to the NANA Region. This surcharge shall be reviewed annually to determine whether the level of surcharge is adequate, excessive or insufficient to meet the anticipated enhanced 911 system needs. A wireline telephone or wireless telephone customer may not be subject to more than one surcharge per local access line or wireless telephone number. A customer that has more than one hundred local exchange access lines from a wireline telephone company in the NANA Region is liable for the surcharge only on one hundred local exchange access lines.

B.

Wireline telephone companies and wireless telephone companies providing service in the NANA Region shall bill and collect the surcharge from their wireline and wireless telephone customers. Funds collected shall be accounted separately from other utility revenues.

C.

The wireline and wireless telephone companies shall remit that portion of the surcharge receipts allocable to public safety answering point costs no later than sixty days after the end of the month in which the amount was collected. From each remittance made in a timely manner, each wireline and wireless telephone company is entitled to deduct the greater of one percent of the amount collected or a total of one hundred fifty dollars per month as the cost of administration for collecting the surcharge. The wireline and wireless telephone companies shall annually furnish to the city a complete list of amounts due for nonpayment of surcharges, together with the names and addresses of those customers who carry a balance that can be determined by the company to be for nonpayment of the surcharge.

D.

The city may, at its own expense, require an annual audit of a wireline or wireless telephone company's books and records concerning billing, collection and remittance of the surcharge.

E.

A wireless or wireline telephone customer is liable for payment of the surcharge in the amounts billed by the telephone company until the amounts have been paid to the wireline or wireless telephone company.

(Ord. 06-6 § 2 (part), 2006).

- **3.30.020 - Remittance.**

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A.

On or before sixty days following the end of the month in which the surcharges were billed, the telephone company shall submit to the city of Kotzebue a return, upon forms provided by the finance director, and submit payment for the surcharges due the city of Kotzebue.

B.

The return shall be signed upon oath executed by the agent of the telephone company preparing the return and must include:

1.

The name and address of the telephone company;

2.

The name and title of the person preparing the return;

3.

The month being reported for which the surcharges were billed;

4.

The amount of gross surcharge billed for the month;

5.

The amount of deduction claimed for surcharges previously billed and remitted to the city of Kotzebue, but charged off as uncollectible during the month being reported or estimated charge-offs;

6.

The prorated recoveries, representing the month's collection of surcharges previously written off as uncollectible;

7.

The amount of deduction claimed for the telephone company's administrative costs to collect the surcharges, which may be greater than one hundred fifty dollars or one percent of amount collected;

8.

The net amount of remittance due to the city of Kotzebue;

9.

Other information and supporting documentation which may be required by the city of Kotzebue.

(Ord. 06-6 § 2 (part), 2006).

- **3.30.030 - Collections.**

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A.

Any amount recovered after being charged off by the telephone company as uncollectible shall, after deduction of external collection costs, be prorated between the telephone company and the surcharge based upon their respective percentages of the customer account balance which was charged off.

B.

The telephone companies shall annually furnish complete lists of those customers with accounts charged off as uncollectible. The lists shall include the customer name, address and outstanding charged-off balance for surcharges as of December 31st.

(Ord. 06-6 § 2 (part), 2006).

- **3.30.040 - Definitions.**

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The following words, terms and phrases, when used in this chapter, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

"911 service area" and "enhanced 911 service area" mean the area within the NANA Region that has been designated to receive an enhanced 911 system. An area designated to receive an enhanced 911 system under this chapter is not a service area under Article X, Section 5, of the State Constitution.

"Amounts collected" means amounts billed, less amount written off, plus net recoveries of amounts previously written off. Based on collection experience, this may be initially calculated on an estimated basis with periodic adjustments to reflect actual experience.

"Customer," as used in KMC [Section 3.30.010](#), means each separately billed account. Each wireless telephone number constitutes a separate customer for purposes of this surcharge.

"Enhanced 911 equipment" means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced 911 system, including customer premises equipment, automatic number identification or automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software and other essential communication equipment.

"Enhanced 911 system" and "system" mean a telephone system consisting of network, database and enhanced 911 equipment that use the single three-digit number, "911," for reporting a police, fire, medical or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911. An enhanced 911 system includes the personnel required to acquire, install, operate and maintain the system.

"Local exchange access line" or "local access line" means a telephone line that connects a local exchange service customer to the wireline telephone company switching office and has the capability of reaching local public safety agencies, but does not include a line used by a carrier to

provide interexchange services. Local exchange access line or local access line, as used in this chapter, means each line which is assessed a subscriber line charge ("SLC") or a universal access surcharge ("UAS"), and shall also include any wireline telephone company official line. However, local exchange access lines shall not include interoffice trunks, toll trunks or direct inward dialing trunks.

"Local exchange service" means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within the NANA Region, including access to enhanced 911 systems.

"Local exchange telephone company" or "wireline telephone company" means any telephone utility certified to provide local exchange service or wireline telephone service in the NANA Region by the regulatory commission of Alaska.

"Public safety answering point" means a twenty-four hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

"Surcharge" means an enhanced 911 system surcharge imposed on wireline and wireless telephones for support of the enhanced 911 system.

"Wireless telephone" means any telephone that is not a wireline telephone that is capable of communication with another device by use of radio waves or satellite signal, which includes cellular, mobile, radio-based, and broadband telephones. Each wireless telephone number is considered a separate wireless telephone for purposes of the surcharge.

"Wireless telephone company" means any telephone company that provides wireless telephone service through cellular, satellite, broadband, radio-based telephone or data transport service, and bills or sells wireless telephone service to a customer with an address within the NANA Region.

"Wireline telephone" means any telephone that uses a local exchange access line.



In this chapter, the following definitions apply:

“*911 PSAP selective router demarcation point*” is the physical point at which the public network of a telecommunications company ends and the private network of the *borough*’s 911 *system* begins.

“*911 service area*” or “*enhanced 911 service area*” means the area within the *borough* that has been designated to receive enhanced 911 service; the area designated to receive an *enhanced 911 system* is not a “service area” under Article *X*, Section *5* of the Alaska Constitution.

“*Borough*” means the Fairbanks North Star Borough.

“*Enhanced 911 equipment*” means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an *enhanced 911 system*, *including* customer premises equipment, automatic number identification or automatic location identification controllers and display units, printers, recorders, software and other essential communication equipment.

“*Enhanced 911 system*” or “*system*” means a telephone system consisting of network, database and *enhanced 911 equipment* that uses the single three-digit number, 911, for reporting a medical, fire, police, or other emergency situation, and which enables the users of a public telephone system to reach a *public safety answering point* and *includes* the personnel required to acquire, install, operate and maintain the system.

“*Local exchange access line*” means a telephone line that connects a *local exchange service* customer to the *local exchange telephone company* switching office and has the capability of reaching local public safety agencies, but does not *include* a line used by a carrier to provide interexchange services.

“*Local exchange service*” means the transmission of two-way interactive switched voice communications furnished by a *local exchange telephone company* within the Fairbanks North Star *Borough*, *including* access to *enhanced 911 systems*.

“*Local exchange telephone company*” means a telephone utility certified by the Regulatory Commission of Alaska to provide *local exchange service* in the Fairbanks North Star *Borough*.

“*Public safety answering point*” means a 24-hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency. (Amended during 2016 republication; Ord. 2013-64 § 4, 2013; Ord. 2010-59 § 3, 2011; Ord. 93-057 § 2, 1993. 2004 Code § 8.03.020.)



- A. A surcharge per local access line is imposed on all local exchange access lines and each wireless telephone number that is billed to an address in the Fairbanks North Star Borough, excluding Eielson Air Force Base, to fund the enhanced 911 system. This surcharge shall be reviewed annually by the assembly to determine whether the level of surcharge is adequate, excessive or insufficient to meet the anticipated enhanced 911 system needs.
- B. A local exchange customer may not be subject to more than one 911 surcharge per local exchange access line. A customer that has more than 100 local exchange access lines from a local exchange telephone company in the borough is liable for the 911 surcharge only on 100 local exchange access lines. A wireless telephone customer may not be subject to more than one enhanced 911 surcharge for each wireless number.
- C. The local exchange telephone company or wireless telephone company shall include the 911 surcharge, stated separately and included in the total amount owed, in the bills delivered to its customers. A customer is liable for payment of the 911 surcharge until the amounts have been paid to the telephone company.
- D. The local exchange telephone company or wireless telephone company shall remit the amounts collected to the borough no later than 60 days after the end of the month in which the amount was collected. From each remittance made in a timely manner under this subsection, the telephone company is entitled to deduct and retain the greater of one percent of the amount collected or \$150.00 as the cost of administration for collecting the 911 surcharge.
- E. A local exchange telephone company or wireless telephone company is not obligated to take legal action to enforce collection of the 911 surcharge. However, if a telephone company is attempting to collect an unpaid debt from a customer, the telephone company shall also attempt to collect any unpaid 911 surcharge that the customer owes. If a customer pays a portion of a bill that includes a 911 surcharge, the amount paid shall be prorated between the telephone company and the 911 surcharge. The company shall annually provide the borough with a list of the amounts due for the nonpayment of 911 emergency surcharges, together with the names and addresses of those customers who carry a balance for the nonpayment of the 911 emergency surcharges. The local exchange telephone company is not liable for uncollected amounts.
- F. The borough may, at its own expense, require an annual audit of a local exchange telephone or wireless telephone company's books and records concerning collection and remittance of the 911 surcharge.
- G. Amounts received by the borough for the 911 surcharge shall be deposited into a separate fund established in accordance with FNSBC 7.04.070(B), which shall be used only for the enhanced 911 system. Appropriations from the fund shall be made in accordance with FNSBC 7.04.030. (Ord. 2014-29 § 2, 2014; Ord. 2013-64 § 2, 2013; Ord. 2010-59 § 2, 2011; Ord. 2006-13 § 2, 2006; Ord. 93-057 § 3, 1993. 2004 Code § 3.60.010.)

A. Pursuant to AS 29.35, any local exchange telephone company providing service within the borough shall cooperate in the establishment of an enhanced 911 emergency reporting system.

B. The area served by the enhanced 911 system shall be the entire Fairbanks North Star Borough, excluding Eielson Air Force Base. (Ord. 2014-29 § 3, 2014; Ord. 2013-64 § 3, 2013; Ord. 93-057 § 2, 1993. 2004 Code § 8.03.010.)

21.04.040Enhanced emergency reporting systems – Designated.



A. The borough may purchase, lease or contract for any enhanced 911 equipment or services required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor of an enhanced 911 system.

B. If the enhanced 911 system is to be provided for an area that is included in more than one telephone company service area, the borough may enter into such agreements as are necessary to establish and operate the system.

C. The borough hereby designates both 911 Cushman Street and 800 William C Leary Lane in Fairbanks as the two 911 PSAP selective router demarcation points solely for the purposes of 911 call delivery by telecommunications carriers. (Ord. 2013-64 § 5, 2013; Ord. 93-057 § 2, 1993. 2004 Code § 8.03.030.)

3.38.005 DEFINITIONS. SHARE


(A) For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

- “**911 service area**” or “**enhanced 911 service area**” means the entire borough has been designated to receive an enhanced **911** system. An area designated to receive an enhanced **911** system is not a “service area” under Article X, Section 5 of the Alaska Constitution.
- “**Enhanced 911 equipment**” means any equipment dedicated to the operation of, or use in, the establishment, operation or maintenance of an enhanced **911** system, including customer premises equipment, automatic number identification or automatic location identification controllers and display units, printers, cathode ray tubes, recorders, software, and other essential communication equipment.
- “**Enhanced 911 system**” or “**system**” means a telephone system consisting of network, database and enhanced **911** equipment that uses the single three-digit number, **911**, for reporting a medical, fire, police, or other emergency situation, and which enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing **911**. An enhanced **911** system includes the personnel required to acquire, install, operate, and maintain the system.
- “**Local exchange access line**” means a telephone line that connects a local exchange service customer to the wireline telephone company switching office and that has the capability of reaching local public safety agencies, but does not include a line used by a carrier to provide inter-exchange services. However, the local exchange access lines shall not include public pay phones, inter-office trunks, toll trunks, and direct inward dialing trunks.
- “**Local exchange service**” means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within the Matanuska-Susitna Borough including access to enhanced **911** systems.
- “**Local exchange telephone company**” or “**wireline telephone company**” means the Matanuska Telephone Association or any other telephone utility certified to provide local exchange service or wireline telephone service in the Matanuska-Susitna Borough by the Regulatory Commission of Alaska.
- “**Public safety answering point**” means a 24-hour local jurisdiction communications facility that receives **911** service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.
- “**Surcharge**” means an enhanced **911** system surcharge imposed on wireline and wireless telephones for support of an enhanced **911** system.
- “**Wireless telephone company**” means any telephone company that provides wireless telephone service through cellular, satellite, broadband, radio-based telephone or data transport service, and bills or sells wireless telephone service to a customer with an address within the Matanuska-Susitna Borough.

- “Wireless telephone” means any telephone that is not a wireline telephone that is capable of communication with another device by use of radio waves or satellite signal, which includes cellular, mobile, radio-based, and broadband telephones. Each wireless telephone number is considered a separate wireless telephone for purposes of the surcharge.
- “Wireline telephone” means any telephone that uses a local exchange access line.

(Ord. 03-118, § 2, 2003; Ord. 94-031AM, § 2, 1994)


3.38.010 ENHANCED 911 EMERGENCY REPORTING SYSTEM.

 SHARE

(A) Pursuant to A.S. [29.35.131](#) through [29.35.137](#), any wireline or wireless telephone company providing service within the borough shall, together with the Matanuska-Susitna Borough Department of Emergency Services, the Matanuska-Susitna Borough Office of Information Technology, Palmer Police Department, Wasilla Police Department and other emergency service providers using the system, cooperate in the establishment of an enhanced **911** emergency reporting system to serve the entire borough.

(Ord. 03-118, § 3, 2003; Ord. 02-165, § 5, 2002; Ord. 94-031AM, § 2, 1994)


3.38.017 DESIGNATION OF SELECTIVE ROUTER DEMARCATION POINTS.

 SHARE


The borough hereby designates 423 South Valley Way in Palmer and 1800 East Parks Highway in Wasilla as the two **911** PSAP selective router demarcation points solely for the purposes of **911** call delivery by telecommunications carriers.

(Ord. 09-071, § 2, 2009)

3.38.020 Definitions. [Repealed by Ord. 94-001AM and recodified as MSB 3.38.005]

 SHARE

3.38.030 ENHANCED EMERGENCY REPORTING EQUIPMENT OR SERVICES.

 SHARE

(A) Upon approval by the enhanced **911** advisory board in accordance with MSB [3.38.050](#), the borough may (on behalf of itself and the cities of Palmer, Wasilla and Houston) purchase, lease or contract for any enhanced **911** equipment or services reasonably necessary to further enhance the existing **911** system at public safety answering points from either a local exchange telephone company or other qualified vendors of enhanced **911** systems.

(B) If the enhanced **911** system is to be provided for an area that is included in more than one telephone company service area, the borough with the approval of the advisory board may enter into agreements necessary to establish and operate the system.

(Ord. 94-031AM, § 2, 1994)

3.38.040 ENHANCED 911 CUSTOMER SURCHARGE. SHARE

(A) A surcharge to be set by assembly resolution or ordinance not to exceed \$2.00 per month per local access line and for each wireless telephone number that is billed or sold to a customer with an address within the borough shall be collected only to fund the enhanced **911** system. The assembly shall annually review this surcharge to determine whether the level of surcharge is adequate, excessive or insufficient to meet the anticipated enhanced **911** system needs. A wireline telephone or wireless telephone customer may not be subject to more than one **911** surcharge per local exchange access line and wireless telephone. A customer that has more than 100 wireline access lines from a wireline telephone company in the borough is liable for the **911** surcharge only on 100 wireline access lines.

(B) The telephone companies shall bill and collect the **911** surcharge from its wireline and wireless customers. The **911** surcharge billed shall be accounted for separately from other charges.

(C) The telephone companies shall remit that portion of the surcharge receipts allocable to the borough no later than 60 days after the end of the month in which the amount was collected. From each remittance made in a timely manner, the telephone company is entitled to deduct the greater of one percent of the amount collected or a total of \$150 per month as the cost of administration for collecting the **911** surcharge. The telephone company shall annually furnish a complete list of amounts due for nonpayment of surcharges, together with the names and addresses of those customers who carry a balance of what can be determined by the company to be for nonpayment of the surcharge.

(D) The borough may, at its own expense, require an annual audit of a telephone company's books and records concerning collection and remittance of the surcharge.

(E) A wireline or wireless telephone customer is liable for payment of the enhanced **911** surcharge in the amounts billed by the telephone company until the amounts have been paid to the telephone company.

(Ord. 13-068, § 2, 2013; Ord. 06-099(AM), § 2, 2006; Ord. 03-118, § 4, 2003; Ord. 94-031AM, § 2, 1994)

3.38.050 Enhanced 911 advisory board. [Repealed by Ord. 04-080, § 45 (part), 2004 and re-enacted as MSB 4.28] SHARE

3.38.053 REMITTANCE. SHARE

(A) On or before 60 days following the end of the month in which the surcharge was billed, the telephone company shall submit to the finance director a return, upon forms provided by the finance director, and submit payment for the surcharge due the borough.

(B) The return shall be signed by the agent of the telephone company and include:

- (1) the name and address of the telephone company;
- (2) the name and title of the person preparing the return;

- (3) the month being reported for which the surcharges were billed;
- (4) the amount of gross surcharges billed for the month of the return;
- (5) the deduction claimed for the surcharges previously billed and remitted to the finance director, but charged off as uncollectible during the month being reported;
- (6) the prorated recoveries representing the month's collection of surcharges previously written off as uncollectible;
- (7) the amount of deduction claimed for the telephone company's administrative costs to collect the surcharges, which may be the greater of \$150 or one percent of amounts collected;
- (8) the net amount of remittance due to the borough; and
- (9) other information and supporting documentation which may be required by the borough.

Kenai Peninsula Borough Comment:

The Kenai Peninsula Borough dispatch facility SPSCC is a multi-disciplined emergency communications center supporting multiple law enforcement, firefighting and emergency medical service agencies throughout the Kenai Peninsula Borough. DPS and KPB began joint operations of the SPSCC pursuant to an agreement executed in 1986. Since 1986 the SPSCC has grown substantially in all facets including the facility moving from a state owned facility to the SPSCC being housed within a KPB facility since 2006. The KPB has also invested significant funds for equipment and technology upgrades. Aside from funding the DPS positions to partially staff the center DPS currently makes no other significant direct financial contributions to the SPSCC. Further, the KPB has financially borne the burden of recurring state vacancies. The majority of KPB overtime expenditures are directly tied to DPS vacancies and KPB' expenditures have disproportionally increased compared to DPS's. The KPB has continued to increase funding, recently approving three new Borough dispatch positions to alleviate the staffing deficit caused by DPS vacancies based on a responsibility to provide life-saving services to residents, visitors and agency employees.

The KPB has made numerous attempts to address current and future issues with DPS in regards to the SPSCC. While it appears that there is support within DPS for addressing these issues, meaningful and necessary changes have not come to fruition. The KPB believes it is the best interest of all parties, including the public, to continue operating a consolidated emergency communications center providing the same and potentially greater services. A regional consolidated center facilitates better communications between numerous agencies and provides economic efficiencies through the reductions in duplicated services and equipment. Most importantly a regional consolidated facility provides better service to the public. The KPB has concerns for its citizens, emergency responders and visitors as the proposal moving DPS operations to a Palmer based facility will result in a large portion of 911 calls being transferred to a dispatch center that may be insufficiently staffed resulting in a lower standard of service. With the proposed move there is still a substantial workload that will remain the KPB dispatchers. All 911 calls originating in the KPB are routed to the SPSCC with the exception of landline calls within the Cities of Kenai, Homer and Seward. With the proposed DPS move KPB would need to transfer a substantial amount of 911 calls to the DPS center. KPB call takers would need to stay on the line for multi-discipline and multi-jurisdictional calls, for high acuity and active calls, and relaying information on open line emergencies. It is imperative that the effects of a majority of 911 calls being transferred be weighed with the proposed DPS consolidation and the probable deleterious effects on call handling efficiency and safety of the public and emergency responders. The KPB has grave concerns with 911 services being dramatically affected for the citizens of the KPB and should be given serious consideration by the 911 Advisory Board.