

# **9-1-1 and Dispatch Consolidation Working Group**

## **Version 3 Draft Report: Proposed Amendment #1**

**Working Group Member:** Rodney Dial

**Page:**            **Line:**

### **Proposed Amendment:**

It is the recommendation of this working group that the Department of Public Safety does not close the Ketchikan Trooper Dispatch Post.

Furthermore, it is the recommendation of this working group that the Department of Public Safety continue to maintain and operate the Ketchikan Trooper Dispatch Post at the staffing levels previously utilized.

Maintaining geographical diversity of emergency dispatch services is critical to ensure continuity of services for the safety and betterment of Alaskans. Having a trooper dispatch center outside of the Southcentral/Interior corridor provides an additional layer of protection and redundancy to the system to protect against seismologic and other potentially disruptive events.

Lastly, the Department of Public Safety has not provided the working group with the information necessary to demonstrate that closing the Ketchikan Post and moving that work to Fairbanks improves Public Safety outcomes for Alaskans.

# **9-1-1 and Dispatch Consolidation Working Group**

## **Version 3 Draft Report: Proposed Amendment #2**

**Working Group Member: Pierce**

**Page: 34**                      **Line: 4. (New)**

### **Proposed Amendment:**

**After #3** “Dispatch Consolidation will likely diminish emergency services in the consolidated areas for the reasons listed in the SWOT analysis. (majority vote)

Insert:

4. The simplest and most cost effected way to improve 911 service in rural Alaska would be to acknowledge that statewide dispatch consolidation is not a prerequisite to implementing/improving rural E911 service, and to start work towards dispatching underserved rural communities out of the existing DPS Fairbanks dispatch center.

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment #3**

**Working Group Member: Butcher**

**Page: 6      Line: 3**

**Proposed Amendment:**

Strike, "acquire any" and replace it with, "acquire certain, yet fundamental"

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment #4**

**Working Group Member: Butcher**

**Page: 6      Line: 4**

**Proposed Amendment:**

Strike, "include a needs assessment" and replace it with "includes an in-depth needs assessment"

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment #5**

**Working Group Member: Butcher**

**Page: 7      Line: 25**

**Proposed Amendment:**

Insert, "increased dispatcher burnout which can result in higher than normal attrition rates,"

# **9-1-1 and Dispatch Consolidation Working Group**

## **Version 3 Draft Report: Proposed Amendment #6**

**Working Group Member: Butcher**

**Page: 37      Line: 5-8**

### **Proposed Amendment:**

Strike, "all AST radio traffic dedicating 3 radio positions, 1-2 radio dispatchers dedicated to Palmer Police and Fire Department."

Insert, "3 radio dispatch positions dedicated to AST operations, and 1-2 radio dispatch positions dedicated to Palmer Police and Palmer Fire"

Strike, "This leaves one dispatcher as a dedicated call taker for all incoming 911 calls and administrative phone lines or the radio positions having the shared responsibility of also being call takers which is a safety issue itself."

Insert, "This leaves one or more radio dispatch positions unaccounted for, and results in staffed radio dispatch positions having to monitor more than one radio channel and function as call takers for all incoming 911 calls and administrative phone lines. This workload on this minimal number of staffing creates a safety issue."

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment #7**

**Working Group Member: Butcher**

**Page: 41    Line: 18**

**Proposed Amendment:**

Strike, "DPS and"

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment #8**

**Working Group Member: Butcher**

**Page: 4-5    Line: (pg. 4) 25- (pg. 5) 16**

## **Proposed Amendment:**

The whole conversation about ATT rapid deploy needs to be removed and replaced with a generic language to deliver the intent that there are other options available and potentially ready to implement at a faster pace and more fiscally responsibly. There are other technologies such as Location Information Services that can be subscribed to for very little cost that may be able to provide location information in some areas. This technology requires the ability of the device to transmit data in addition to voice when a 911 call is placed. While in most cases, sufficient data exists, carriers may not have the equipment to be able to do voice and data at the same time. Additionally, Location Information Services, do not use an authoritative data source for GIS base maps. The use of authoritative data is essential to emergency responders and 911 callers and again emphasizes the need for an authoritative GIS system to be constructed prior to moving forward.



# 9-1-1 and Dispatch Consolidation Working Group

## Version 3 Draft Report: Proposed Amendment #9

**Working Group Member: (O'Connor)**

**Page: 4      Line: 24**

### **Proposed Amendment:**

Strike, "technology, such as the RapidDeploy/RadiusPlus for very little cost (estimated 24 at \$450 per dispatch station)."

Replace with, "technologies, such as RapidDeploy/RadiusPlus and RapidSOS for very little cost. RapidDeploy/RadiusPlus can be deployed at an estimated \$450 per dispatch station."

### **Proposed Amendment #10**

**Page: 5      Line: 17**

Insert after the paragraph ending, "Data service is available to over 98% of Alaskans in urban areas and over 77% in rural areas." Start new paragraphs reading:

RapidSOS is another technology company that uses modern web technology to deliver emergency data from connected devices to 9-1-1 Emergency Communication Centers and First Responders. RapidSOS provides its service over the internet at no cost to 9-1-1 Centers and is being used successfully across the U.S. to expedite emergency responses and save lives. Authorized 9-1-1 Centers receive this data through a secure browser-based web portal, and API integrations are available to CPE / CAD / other existing systems as well.

Most iOS and Android smartphones today deliver precise device-based location data to the RapidSOS Clearinghouse in the event of a 9-1-1 call or text (iOS version 12 or newer, Android version 4.0 or newer). RapidSOS overcomes the challenge for carriers in immediately making the device operating system location available, as determined by Apple/Google, via advanced multi-sensor fusion techniques (this is the same "blue dot" that can be seen in Apple Maps and Google Maps). The service requires authorized 9-1-1 Centers to have a RapidSOS Portal account to administer their jurisdictional boundaries, API keys, and users. After the 9-1-1 Center is credentialed, they can receive and visualize the data on a map if they so choose. Because the data continues to transmit for the duration of the call, through these tools Telecommunicators are able to observe caller movement in near-real-time. Using this same technology, a growing number of devices also make available the location altitude, language of the caller, and in some cases user-entered medical information. Because the RapidSOS system requires a cellular data connection, it also is only compatible where a caller has access to a cellular data network.

# **9-1-1 and Dispatch Consolidation Working Group**

## **Version 3 Draft Report: Proposed Amendment - # 11**

**Working Group Member: (O'Connor)**

**Proposed Amendments:**

**Page: 4      Line: 4**

The working group has 11 voting members.

**Page: 26      Line: 14**

Confirm unanimous approval was given by e911 subgroup.

**Page: 29      Line: 1**

Remove MINUTES, replace with lower-case "minutes"

**Page: 29      Line: 3-4**

Strike:

Since cell 911 calls is delivered with Phase 1 info, it is typically not possible to guarantee that they are properly routed 4 to the "Local" PSAP because cell tower coverage nearly always overlaps jurisdictional boundaries.

Replace with:

Since 911 calls placed from cell phones are delivered with Phase I information, it is typically not possible to guarantee that they are properly routed to the local PSAP because cell tower coverage nearly always overlaps jurisdictional boundaries.

# **9-1-1 and Dispatch Consolidation Working Group**

**Version 3 Draft Report: Proposed Amendment - #12**

**Working Group Member: (O'Connor)**

**Page: 27     Line: 13**

**Proposed Amendment:**

Insert new item #3 under Strengths:

3. Cellular networks continue to expand and upgrade throughout Alaska. More than 90% of all Alaskans have access to mobile broadband service, allowing them to not only place 911 calls but also enabling improvements to location data. See Appendix D for a map of wireless coverage in Alaska.

# 9-1-1 and Dispatch Consolidation Working Group

## Version 3 Draft Report: Proposed Amendment # 13

**Working Group Member: (O'Connor)**

**Page:** Appendix D **Line:**

**Proposed Amendment:**

Insert “Mobile Deployment Data” into header:

*Glossary of commonly used terms | Overview of Alaska’s e911 surcharge mechanism | Public Safety Answering Point (PSAP) authorizing statutes | Phase II Readiness Checklist | **Mobile Deployment Data***

Insert new page 6 below.

# 9-1-1 and Dispatch Consolidation Working Group

Cellular Coverage in Alaska

Per FCC Form 477 Mobile Deployment Data

<https://msb.maps.arcgis.com/apps/webappviewer/index.html?id=f4a67b697f4b48dab0668326d1fc37b6>

