



THE STATE  
*of* **ALASKA**  
GOVERNOR MIKE DUNLEAVY

## Department of Commerce, Community, and Economic Development

OFFICE OF THE COMMISSIONER  
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### **9-1-1 and Dispatch Consolidation Working Group**

**October 29, 2020, 10:00 am**

#### **AGENDA**

1. Call to Order/Roll Call
2. Correspondence
3. Subcommittee Reports:
  - a. Improved 911 Service Subgroup – Lisa Kosto, Chair
  - b. GIS Subgroup – Hillary Palmer, Chair
  - c. Integration of Technology Subgroup – Ben Hanson (KPB), Chair
4. DPS RFP Review and Discussion
5. Member Comments
6. Next Meeting Date: 11/5/2020, 10:00 am
7. Adjourn

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

**[annamarie.russell@alaska.gov](mailto:annamarie.russell@alaska.gov)**



# CITY OF WASILLA

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**MAYOR BERT L. COTTLE**

290 E. Herning Avenue

Wasilla, AK 99654-7091

Phone: (907) 373-9055

Fax: (907) 373-9096

**TO: Commissioner Amanda Price**

**FROM: Mayor Bert L. Cottle**

**DATE: October 26, 2020**

**RE: 911 Dispatch Contract**

Commissioner Price,

Information provided by Jacob Butcher with Matcom Public Safety Dispatch:

In 2002, the City of Wasilla, Alaska Department of Public Safety (DPS), MatSu Borough Emergency Services, and the Cities of Palmer, Wasilla, and Houston began discussions of consolidating 9-1-1 and emergency dispatch services into a regional dispatch center to be called Matcom. At this time, DPS operated its own dispatch center in the basement to the National Guard Armory on Fort Richardson (now JBER). Discussions resulted in findings that the DPS dispatch facility was facing a significant equipment upgrade which carried a heavy fiscal impact.

The City of Wasilla and DPS entered into an agreement for the City to provide dispatch services for AST B Detachment beginning July of 2004. Matcom has been providing these services to DPS since then including answering first ring 9-1-1 calls from the B Detachment service area outside of the MatSu Borough as well as dispatching of first response for Valdez Cordova Census Area Fire and EMS response.

Matcom and the City of Wasilla alone bore the cost of purchasing a CAD system in 2006 which, to this day, includes a statewide license for DPS. In 2008, Matcom deployed a mobile data system for Wasilla Police Department which connected directly to the CAD system. An offer was extended at this time for DPS to participate in this technology, however, the offer was declined by the DPS administration at the time.

In 2012, DPS implemented a new Records Management System referred to as ARMS. To streamline dual data entry work processes which this created, Matcom endeavored to obtain a CAD to ARMS interface which would automatically carry over a somewhat heavy load of data from the Matcom CAD system to the DPS ARMS system. Matcom bore the cost of approximately \$30,000 interfacing the systems around this time, which resulted in a productive interface that greatly reduced the amount of

dual data entry for DPS incidents, however, was not all-inclusive of what needed to be achieved. Throughout the implementation of ARMS and to this day, Matcom dispatchers have continued to provide support to the patrol troopers through carrying a significant amount of ARMS data entry outside of their contractual obligations to do so.

In 2015, Matcom and the City alone again bore the cost of upgrading its CAD system, purchasing a multi-site license, and offered DPS participation through deployment of a shared CAD system for its dispatch center in Fairbanks which at the time had none. The cost-to-benefits of having a shared CAD system between 3 of the existing DPS patrol detachments would have accomplished many of the efficiencies DPS has been attempting to obtain for decades. At this time, the cost to DPS was estimated between \$150,000 - \$200,000, mostly consisting of hardware and training. Again, at the discretion of the administration at the time, this offer was declined by DPS.

In 2017, Matcom was awarded a contract by the MatSu Borough for primary 911 call answering and dispatch services for all MatSu Borough and City of Houston emergency responders to include Fire, Rescue, EMS, HAZMAT, and Department of Emergency Services. This resulted in a largely consolidated 911 and dispatch structure for greater than half of South-Central Alaska.

With this contract award, Matcom became the owner of the 9-1-1 system. Since the existing system had not been upgraded since installation in 2009, Matcom and the City alone bore the cost for a total system upgrade in 2018. Also begun in 2017, Matcom began migrating wireless carriers that were providing service outside of the MatSu Borough to existing circuits. This moved 9-1-1 calls from traditional telephone lines to 9-1-1 circuits, and as a result, began providing a large unincorporated area of the State with wireless Phase II service. This service provides a caller's location, and number identification (ANI/ALI), often referred to as Enhanced 911 or E911.

Beginning near the end of 2017, Matcom again endeavored to better the interface between Matcom's CAD system and the DPS ARMS system investing close to \$85,000 in a Tellus interface which would automatically carry the necessary data from the CAD system into the DPS ARMS system greatly diminishing the amount of administrative data entry consuming the time of both dispatchers and patrol troopers. This project is still outstanding, seemingly put on pause by the previous DPS administration awaiting the response of the State OIT technicians to correctly deploy the interface.

Each of these projects and upgrades has been completed by Matcom without any call for funding on contractual partners in public safety, but rather what is in the best interest for the safety of the first responders and citizens of Alaska.

Over the past 10 years, the 9-1-1 call volume at Matcom has risen approximately 300% from 16,000 in 2011 to a projection of close to 50,000 for calendar 2020. Administrative phone volume has also risen from approximately 116,000 in 2011 to close to 170,000 this calendar year. Law Enforcement CAD incidents have also seen a substantial increase of approximately 33% over the last 10 years.

Through the years, while discussing Dispatch Service Agreements with DPS, Matcom attempted to include such technological services as mobile CAD deployment to patrol troopers, Central Square Field Ops enrollment, read-only access to CAD incidents through a WebQuery (currently deployed to the trooper posts in a fixed location), direct messaging from CAD via email or text to patrol cell phones, hiring and training of data entry specialists to handle the administrative workload burdening the dispatchers and patrol troopers, as well as continued efforts to complete the CAD to ARMS interface. All of these offers of advancement and efficiencies have been declined by past DPS administrators, citing internal policy issues, and forecasted complications in training patrol troopers on the new technologies specific to one detachment.

Matcom and the City of Wasilla are open to discussion of how best to move forward with improving the 9-1-1 and dispatch service contrasts in the current blended model between the Kenai Peninsula Borough and Matcom. There are countless benefits of having future goals of technology integration for detachments to collaborate on the same platforms of 9-1-1 systems and CAD systems in the interest of easy access to statistical and records management systems with DPS oversight and inclusion. Leveraging the current CAD systems in place throughout the DPS dispatch facilities would be a focus point of this collaboration.

Matcom will continue to be a cooperative partner in endeavors for the technological advancements outlined in the narrative above; transparent operations, and inclusion of DPS administration in operations and direct oversight is considered fundamental to the successful implementation of such projects. Should the Department of Public Safety be open to further discussions on contractual matters, technological progression, and deployment of efficiencies, Matcom will be available to embark on progress in the interest of better emergency communications and response for the citizens of Alaska.

Combining the technological advancements of a modernized 9-1-1 phone system, modernized CAD systems, interfaces with the numerous RMS systems at play, updated training standards, and the unprecedented rise in call volumes from both 9-1-1 and administrative lines, there is undoubtedly a rise in costs to keep afloat with the increased workload. These rising costs are not welcome by any public safety entity, however, they must be recognized and dealt with head-on as opposed to pretending they do not exist. Public safety is not and never has been a for-profit operation, but rather, a necessity that must be handled with a progressive mindset to meet not only the demand of, but the ever-increasing expectations of the communities it serves.

As you can see that for the last 16 years Matcom has been providing dispatch services for DPS, and that most dispatch upgrades have been paid by Matcom in full or at least in a partnership agreement. The goal of Matcom is to provide the highest level of service to all MatSu Valley residents and to those bordering our boundaries. Our goal of Matcom is to also keep yours and my employees safe, whether or not they are on the street or in the building. During our meeting last week, we also



spoke about a contract going forward. Up to this date all contracts have been reviewed by DPS before any future contracts were awarded. My suggestion going forward is that we tie any increase to the current contract with the cost of living index in Anchorage area to the contract; not to exceed three percent. That way we all know our risk factor and exposure to a rate increase. No matter who has the contract cost of living adjustments would have to be made. Finally, if there is a need for a space in Matcom for a Trooper or Supervisor we have at this time free space available.

In closing I want to thank you personally, for working with us to help deliver the highest level of service to all Alaskans.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Bert Cottle', with a long horizontal flourish extending to the right.

Mayor Bert L. Cottle

Cc: file

**From:** [Demboski, Amy L \(CED\)](#)  
**To:** [hillary.palmer@matsugov.us](mailto:hillary.palmer@matsugov.us); [Butcher, Joel](#); [Jones, Leslie Anne \(DNR\)](#); [rlay@kpb.us](mailto:rlay@kpb.us); [Lebon, Barton \(LEG\)](#); [knelson@kpb.us](mailto:knelson@kpb.us); [christina.miller@anchorageak.gov](mailto:christina.miller@anchorageak.gov); [crobinson@kpb.us](mailto:crobinson@kpb.us); [bill.witte@fnsb.gov](mailto:bill.witte@fnsb.gov); [ggreenberg@akmapco.com](mailto:ggreenberg@akmapco.com)  
**Cc:** [Russell, Annamarie \(CED\)](#); [Butcher, Jacob \(DOT sponsored\)](#); [Christine O'Connor \(oconnor@alaskatel.org\)](mailto:O'Connor, Christine (oconnor@alaskatel.org))  
**Subject:** FW: GIS Subgroup - links to surveys  
**Date:** Wednesday, October 28, 2020 11:23:00 AM

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GIS Subgroup Members,

Please find the below information provided by Chair Palmer for the subgroup members to review.

Respectfully,

**Amy Demboski**

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

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**From:** Hillary Palmer [mailto:[Hillary.Palmer@matsugov.us](mailto:Hillary.Palmer@matsugov.us)]  
**Sent:** Wednesday, October 28, 2020 11:01 AM  
**To:** Demboski, Amy L (CED) <[amy.demboski@alaska.gov](mailto:amy.demboski@alaska.gov)>  
**Subject:** GIS Subgroup - links to surveys

Amy,

Please disseminate the following survey links to the GIS Subgroup members for review.

GIS Qualitative Assessment:

<https://survey123.arcgis.com/share/7386a6e5361b4bb2920ac2c3d082539f>

PSAP Data Source Survey:

<https://survey123.arcgis.com/share/26bb61b031274e3094195bd160bf4c15>

Subgroup members: please submit any comments as soon as possible!

Hillary Palmer  
E911 Addressing Specialist  
Mat-Su Borough GIS  
(907)861-8400 Addressing  
(907)861-7885 Direct  
<https://mapping.matsugov.us/parcelviewer>

**From:** Miller, Tina  
**To:** [CRobinson](#); [Hillary Palmer](#); [Jones, Leslie Anne \(DNR\)](#); [Demboski, Amy L \(CED\)](#); [Lebon, Barton \(LEG\)](#); [Butcher, Joel](#); [Nelson, Keri](#); [Bill Witte](#)  
**Subject:** Re: <EXTERNAL-SENDER>Public Safety GIS Subgroup OneDrive Folder and Brainstorming Document  
**Date:** Thursday, October 22, 2020 1:40:00 PM  
**Attachments:** [image003.png](#)  
[image.png](#)

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I think that is a wonderful idea -

especially when you look at the scoring blueprint

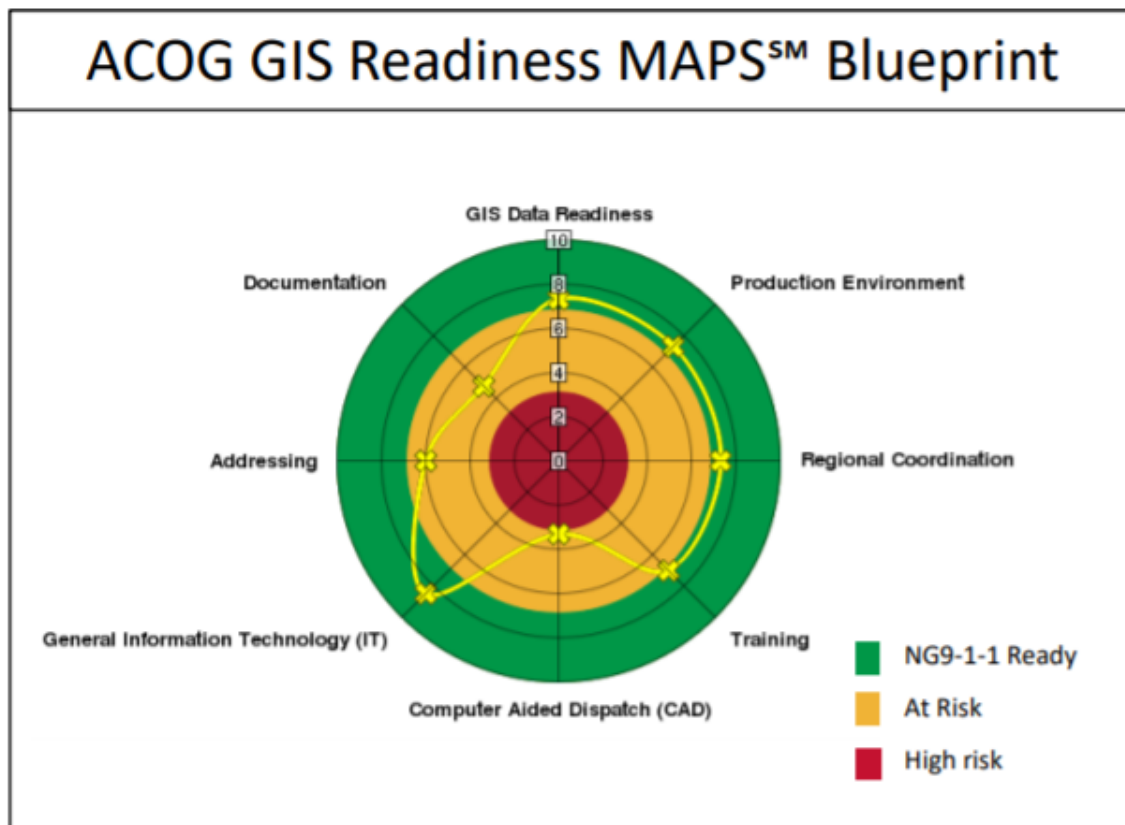


Figure 1: MAPS Scores

Tina

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Christina S Miller

Geographic Information Officer  
Office of Economic & Community Development  
Municipality of Anchorage  
Tel. (907) 343-6183  
Cell (907) 310-6963

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**From:** Robinson, Celina <CRobinson@kpb.us>

**Sent:** Thursday, October 22, 2020 1:35 PM

**To:** 'Hillary Palmer' <Hillary.Palmer@matsugov.us>; Miller, Tina <christina.miller@anchorageak.gov>; Jones, Leslie Anne (DNR) <leslie.jones2@alaska.gov>; Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Lebon, Barton (LEG) <Rep.Bart.Lebon@akleg.gov>; Butcher, Joel <jbutcher@ci.wasilla.ak.us>; Nelson, Keri <knelson@kpb.us>; BWitte@fnsb.us <BWitte@fnsb.us>

**Subject:** RE: <EXTERNAL-SENDER>Public Safety GIS Subgroup OneDrive Folder and Brainstorming Document

Hello all,

While doing an internet search for 911 GIS readiness assessments, I came across the attached report completed one year ago for the Oklahoma area. It contains some helpful key items to think about when planning for regional cooperation, and what to consider for NG911, etc. It also makes clear the breadth of items there are to examine, and I'm wondering what you all think about recommending a third-party assessment of 911 GIS readiness for our state via this subgroup?

At the Kenai Peninsula Borough, we can perform a self-assessment up to a point, but we are spread thin staffing-wise and I'm afraid it would be a very superficial assessment.

I'm not clear on what can be discussed via email, so I'll just leave it at this for now and plan to attend the meeting next week.

Celina

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**From:** Hillary Palmer [mailto:Hillary.Palmer@matsugov.us]

**Sent:** Wednesday, October 21, 2020 1:51 PM

**To:** Miller, Tina <christina.miller@anchorageak.gov>; Jones, Leslie Anne (DNR) <leslie.jones2@alaska.gov>; Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Lebon, Barton (LEG) <Rep.Bart.Lebon@akleg.gov>; Robinson, Celina <CRobinson@kpb.us>; Butcher, Joel <jbutcher@ci.wasilla.ak.us>; Nelson, Keri <knelson@kpb.us>; Lay, Bobbi <RLay@kpb.us>; BWitte@fnsb.us

**Subject:** <EXTERNAL-SENDER>Public Safety GIS Subgroup OneDrive Folder and Brainstorming Document

**CAUTION:**This email originated from outside of the KPB system. Please use caution when responding or providing information. Do not click on links or open attachments unless you recognize the sender, know the content is safe and were expecting the communication.

All,

I've started a word document for us to use as a collaboration platform from today's meeting and it is now uploaded to the OneDrive folder that Leslie kindly set up for our use. Feel free to add comments to the document, but if you would like to make major changes, such as removing or



reorganizing items, please create a copy of the document with your initials at the end of the file name so that we can retain the character of the original agenda.

I heard from today's meeting that the group wants to build a tool to help tell the story of the "current state of GIS in Alaska" in a visual way (story map vs. web map to be determined). In order to have data to display, we need to send out a survey with specific questions and compile the responses. I've drafted up some survey questions and would like your input on who we should send this survey to. I'm also looking for volunteers to help send the survey out and to compile the data. I don't think we have time to build a Survey123, although that would be great (unless anyone is volunteering?) so I propose we send it out via email.

Once we finalize the survey questions, we need to develop a scoring 'formula' whereby we can quantify the level of GIS awesomeness that each entity wields. I suggest we ensure the quantification is done in a positive light, so rather than to label Area A as "lacking" GIS, we can maybe use a numeric scale for quantile representation where a greater numeric score indicates more evolved use of GIS. Thoughts??

I volunteer to turn the compiled data in to a viewer, similar to the one I built for the last session of this working group which you can see here:

[Alaska 9-1-1 Systems and Communications Infrastructure Map](#)

Once the data is published to AGOL, if anyone else would like to create a dashboard or storymap from the data we can talk about that as a group.

Thank you all for your energy, ideas, and enthusiasm today- I'm very much looking forward to working with each of you.

See you again next week!

Hillary Palmer  
E911 Addressing Specialist  
Mat-Su Borough GIS  
(907)861-8400 Addressing  
(907)861-7885 Direct  
<https://mapping.matsugov.us/parcelviewer>

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**From:** Jones, Leslie Anne (DNR) <[leslie.jones2@alaska.gov](mailto:leslie.jones2@alaska.gov)>

**Sent:** Wednesday, October 21, 2020 11:50 AM

**To:** Hillary Palmer <[Hillary.Palmer@matsugov.us](mailto:Hillary.Palmer@matsugov.us)>; Miller, Tina <[christina.miller@anchorageak.gov](mailto:christina.miller@anchorageak.gov)>; Demboski, Amy L (CED) <[amy.demboski@alaska.gov](mailto:amy.demboski@alaska.gov)>; Lebon, Barton (LEG) <[Rep.Bart.Lebon@akleg.gov](mailto:Rep.Bart.Lebon@akleg.gov)>; CRobinson <[CRobinson@kpb.us](mailto:CRobinson@kpb.us)>; Butcher, Joel <[jbutcher@ci.wasilla.ak.us](mailto:jbutcher@ci.wasilla.ak.us)>; knelson@kpb.us <[knelson@kpb.us](mailto:knelson@kpb.us)>; RLay@kpb.us <[RLay@kpb.us](mailto:RLay@kpb.us)>; BWitte@fnsb.us <[BWitte@fnsb.us](mailto:BWitte@fnsb.us)>

**Subject:** Jones, Leslie Anne (DNR) shared the folder "E911 GIS Subgroup" with you.

Hi Everyone,

As mentioned in the meeting today, this is the folder where we will be sharing resources and developing recommendations for the Governor's office in response to AO:320.

Please let me know if you have any issues accessing.



This link only works for the direct recipients of this message.



[E911 GIS Subgroup](#)

Open



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Microsoft Corporation, One Microsoft Way, Redmond, WA 98052