

The Integration of Technology Subgroup of the 911 and Dispatch Consolidation Working Group met several times in November to identify a clear course of action in support of several DPS' goals:

1. Improving 911 call delivery and dispatch services to the unincorporated areas of the State of Alaska.
2. Where possible, realizing the promise of E911 technology improvements and preparing for NG911 for those same unincorporated areas of the State of Alaska
3. Improving operational efficiency of Alaska State Trooper officers in the field.

As stated in the "Background" section of Governor Dunleavy's Administrative Order 320:

**"The State must employ a coordinated and comprehensive approach that leverages resources and expertise found within government bodies and the first responder community."**

In addition, the IT Subgroup has adopted the following guiding principles:

1. Improving 911 call delivery and dispatching in the unincorporated areas of Alaska cannot come at the expense of existing regional dispatch services.
2. If an existing community is already receiving E911 service through a regional PSAP, DPS should not seek changes that would reduce their "level" of E911 service, i.e. Phase 2 E911 being reduced to Phase 1 E911 or Basic 911 service.
3. Collaboration with existing regional E911 providers will most likely lead to a more robust E911 platform in the State, and will most likely be more cost effective to implement and maintain.
4. Because the infrastructure that underpins E911 call delivery is regional in nature, a regional focus for E911 call delivery will be more resilient for the foreseeable future.

The Integration of Technology Subgroup of the 911 and Dispatch Consolidation Working Group recommends the following actions:

**Lay the groundwork for a State of Alaska ESInet, that would serve DPS and Regional E911 and Dispatch interests. (These actions would support improving or establishing 911 service in the Unincorporated area of Alaska).**

1. Develop a catalog of E911 capable PSAPs within the State of Alaska, identifying whether they are providing Phase 0/1/2 E911 call taking, whether they are utilizing existing DPS systems such as APSIN/ALVIN/ARMS and whether they have an existing IP connection to DPS to access those systems. Lastly, identify which are currently operationally interfaced with DPS either directly dispatching DPS resources or transferring calls to a DPS dispatch center.
2. Using the aforementioned PSAP catalog, develop/design an IP network that could function as a precursor to a Statewide ESInet. This IP network would establish a common operating model for interfacing regional PSAPs with a statewide DPS IP network. This network would eventually absorb or supplant existing connections from PSAPs to DPS. PSAPs with provisioned commercial circuits supporting APSIN/ALVIN/etc should expect to continue bearing the cost of such circuits.

No presumptions are made about which SOA agency would design, implement and operate this network, though OIT's involvement was discussed in the inactive "911 Call Intake System" RFP (2020-1200-4534).

**Establish E911 Service through collaboration with regional PSAPs and Statewide Telecom industry.**

3. Working with statewide telecom industry, develop a catalog of ideal demarcation points between PSTN and the prospective DPS IP network. These demarcation points should balance interests of system resiliency, DPS circuit cost and telecommunications provider circuit cost.
4. Rather than establishing 2 new PSAPS with service boundaries that overlap existing E911 providers, collaborate with existing E911 Phase 2 capable PSAPS to establish E911 service in the unincorporated areas.

5. Begin a collaborative dialog with FNSB regarding integration of voice gateways that will solely support E911 call taking in the unincorporated areas of Alaska. This would involve modifications to the DPS-FNSB Inter Governmental Agreement to support FNSB operation of E911 selective routing of calls from DPS voice gateways directly to the Fairbanks AST Dispatch call taking stations. As indicated in the inactive “911 Call Intake System” RFP, FNSB has already an operating model for provisioning systems/data which support DPS Detachment D’s mission as opposed to FNSB/FECC.

### **Improve AST operational efficiency through improved collaboration with Regional PSAPs.**

6. Conduct a contracted or in-house gap analysis of ARMS as it relates to officer field data entry requirements and duplication of effort by dispatchers, whether DPS or Regional PSAPs.

7. Contract to complete CAD to ARMS interfaces with all regional PSAPs which currently dispatch DPS resources. Specifications for such interfaces must be developed in collaboration with regional PSAPS.