

SUBJECT: APPROVING AN APPROPRIATION OF \$32,045 FROM THE ENHANCED 911 FUND BALANCE AND APPROVING THE SCOPE OF WORK AND BUDGET ON A PROJECT TO REIMBURSE THE CITY OF WASILLA FOR TEXT TO 911 SERVICES AND A SESSION BORDER CONTROLLER SYSTEM.

AGENDA OF: October 15, 2024

ASSEMBLY ACTION:

AGENDA ACTION REQUESTED: Introduce and set for public hearing.

Route To	Signatures
Originator	<div style="text-align: right;">9 / 2 6 / 2 0 2 4</div> <p>X C a s e y L a u g h l i n</p> <hr/> <p><small>S i g n e d b y : C a s e y L a u g h l i n</small></p>
Emergency Services Department Director	<div style="text-align: right;">9 / 2 6 / 2 0 2 4</div> <p>X B r i a n D a v i s</p> <hr/> <p><small>S i g n e d b y : B r i a n D a v i s</small></p>
Finance Director	<div style="text-align: right;">1 0 / 1 1 / 2 0 2 4</div> <p>X C h e y e n n e H e i n d e l</p> <hr/> <p><small>S i g n e d b y : C h e y e n n e H e i n d e l</small></p>
Borough Attorney	<div style="text-align: right;">1 0 / 1 1 / 2 0 2 4</div> <p>X N i c h o l a s S p i r o p o u l o s</p> <hr/> <p><small>S i g n e d b y : N i c h o l a s S p i r o p o u l o s</small></p>
Borough Manager	<div style="text-align: right;">1 0 / 2 7 / 2 0 2 4</div> <p>X M i c h a e l B r o w n</p> <hr/> <p><small>S i g n e d b y : M i c h a e l B r o w n</small></p>
Borough Clerk	<div style="text-align: right;">1 0 / 2 3 / 2 0 2 4</div> <p>X L o n n i e M c K e c h n i e</p> <hr/> <p><small>S i g n e d b y : L o n n i e M c K e c h n i e</small></p>

ATTACHMENT (S): Ordinance Serial No. 24-103 (2 pp)
 Resolution Serial No. 24-110 (2 pp)
 E-911 Meeting Minutes (7 pp)

SUMMARY STATEMENT:

The MatCom Dispatch Center has requested reimbursement from the Enhanced 911 revenue fund for Text to 911 service and a Session Border Controller system.

SMS Text to 911 is one of the basic i3 services related to Next Generation 911 (NG911). The current call handling equipment will incorporate SMS Text to 911 calls in call queues. This project

will provide citizens with the ability to send SMS text messages to 911 and the public safety answering points (PSAPs) the ability to respond to these messages. It is especially useful to the deaf and hard of hearing community or to callers who cannot complete a voice call due to wireless service degradation or danger.

Session border controllers are essential for the call handling system as they provide inbound and outbound administrative telephone calls for both MatCom and Palmer to coordinate call handling across both public safety answering points.

The Enhanced 911 Advisory Board approved the reimbursement requests at the April 2, 2024, and August 13, 2024 meetings.

RECOMMENDATION OF ADMINISTRATION:

Administration recommends approval of the attached legislation, that will approve an appropriation of \$32,045 from the Enhanced 911 fund balance and approve the scope of work and budget on a project to reimburse the City of Wasilla for Text to 911 services and a Session Border Controller system.

MATANUSKA-SUSITNA BOROUGH

FISCAL NOTE

Agenda Date: October 15, 2024

SUBJECT: Approving an appropriation of \$32,045 from the Enhanced 911 fund balance and approving the scope of work and budget on a project to reimburse the City of Wasilla for Text to 911 services and a Session Border Controller system.

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT YES NO
AMOUNT REQUESTED \$32,045	FUNDING SOURCE FY25 E911 Operating Budget
FROM ACCOUNT # 202.000.000 4xx.xxx	PROJECT
TO ACCOUNT: 480.000.000 3xx.xxx	PROJECT # 45283
VERIFIED BY: X <u>Liese l W eiland</u> 9 / 2 6 / 2 0 2 4 Signed by: Liese l W eiland	

EXPENDITURES/REVENUES: (Thousands of Dollars)

OPERATING	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous	32.0					
TOTAL OPERATING	32.0					

CAPITAL						
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REVENUE						
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FUNDING: (Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	32.0					
TOTAL	32.0					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

APPROVED BY:	1 0 / 1 / 2 0 2 4 X <u>C h e y e n n e H e i n d e l</u>
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Signed by: C h e y e n n e H e i n d e l

MATANUSKA-SUSITNA BOROUGH
Enhanced 911 ADVISORY BOARD MINUTES

April 2, 2024

The regular meeting of the Enhanced 911 Advisory Board was called to order at 9:00 a.m. by Chairman, Casey Cook.

Advisory Board members in attendance establishing a quorum were:

Joel Butcher, Mat-Com
Casey Cook, MSB EM
Andrew Gorn, AST

Zack McRae, MSB Telecom
Lori Criqui, Mat-Com
Dwayne Shelton, Palmer PD

Also in attendance were: Nick Srebernak and Ken Kleewein, MSB GIS; Earl Almdale, MSB IT; Dan Robinson, Mat-Com; and Erika Bishop, DPS.

A quorum was present, and due notice had been published.

APPROVAL OF AGENDA: The agenda was approved as presented.

APPROVAL OF MINUTES: There was no objection to the approval of the February 13, 2024 minutes as presented.

PERSONS TO BE HEARD

REPORTS

GIS

Mr. Srebernak stated:

1. He has been working with Casey Laughlin on legislation for combining Willow and Caswell Fire Service Areas. He made some maps and reviewed some legal descriptions.
2. They have their kickoff meeting for the next imagery collection a week from Thursday.
3. Casey Cook advised that if anyone else (AST, Wasilla and Palmer Police, etc.) have any areas they would like better MSB mapping on to let GIS know.

OLD BUSINESS

Legislative Action Workgroup

1. HB55 Restructuring Retirement for First Responders to include Dispatch and 911
 - No report. Chairman Cook advised to remove this agenda item from future meetings.

911 Outages with Telephone Companies

Chairman Cook stated: Nothing new to report. Remove this agenda item from future meetings. Mr. Almdale stated that he would still like to have a walkthrough at Mat-Com to see how things work over there. Mr. Butcher said that Friday would be available for Earl to visit.

NEW BUSINESS

Telecommunication Service Priority Program (TSP)

Chairman Cook stated: This is the priority service in which we pay MTA to have either the borough or the dispatch center put back up first. We are still waiting to hear on the pricing for it. This can be moved under Reports for future meetings.

GIS Request for Training – ESRI Conference

Mr. Srebernak stated: This was on the agenda last month but he wanted to follow up and provide a formal written cost estimate for the training. The cost is estimated at \$4,150. There was no objection heard from the board on the reimbursement for this travel.

Palmer Dispatch – Navigator Training Request

Chief Shelton stated: Ms. Daw is not here today. Ms. Laughlin stated that these are common travel reimbursement requests made by the dispatch centers each year. The cost estimate for the Palmer Police dispatcher to attend Navigator 2024 Conference is \$2,737.90. There was no objection heard from the board on the reimbursement for this travel.

Mat-Com Requests for Reimbursement

Ms. Criqui stated:

1. Text to 911 – they would like to request reimbursement for Text to 911 in the amount of \$11,493.00. There is also an ongoing annual fee of \$5,688.00, but they are only requesting reimbursement for the system engineering, installation, TCC service and set up, for a total cost of \$11,493. Ms. Criqui gave an overview of the system and there was discussion surrounding the software.

MOTION: Capt. Gorn moved, and Chief Shelton seconded, to approve reimbursement to the City of Wasilla for Text to 911 in the amount of \$11,493.00. All were in favor, none were opposed.

2. Session Border Controllers – they would like to request reimbursement for Session Border Controllers in the amount of \$20,552.00. Mr. Butcher gave an overview of the system and there was discussion surrounding the software. Mr. Almdale had some questions and said there was some information he would like to see. No motion was heard on approving the reimbursement. This item will be moved to the June 11, 2024 agenda as Old Business for further review.

3. Corti Platform – they would like to request reimbursement for Corti Platform in the amount of \$58,000. Ms. Criqui gave an overview of the software platform and the board engaged in discussion. Questions that were posed were:
 - by how much does it decrease the call handling time
 - clarification was requested on the cost breakdowns: how much is being requested for initial purchase and set-up, and how much for future annual payments.

No motion was heard on approving this reimbursement. This item will be moved to the June 11, 2024 agenda as Old Business for further review.

INFORMATIONAL ITEMS

- A. FY24 Surcharge Revenue Chart
 - No questions heard.
- B. FY24 E-911 Budget Performance Report
 - No questions heard.
- C. 911 Quarterly Dispatch Call Reports (Mat-Com and Palmer)
 - No questions heard.

COMMENTS

Mr. Butcher stated:

1. They installed some new parts in the Solacom rack yesterday in Palmer that should strengthen things up. They were having some hardware component problems.
2. He thinks they have a solution for the wait and see issues on the network. They are going to have the primary call handling running across the copper 10meg circuit as primary and the fiber will be secondary until they can somehow resolve whatever was going on in the system.
3. They had a piece of MTA equipment that was randomly rebooting the system at Mat-Com and they got that straightened out as well.

Mr. Kleewein stated: He is looking forward to reviewing all of Wasilla's requested enhancements.

Capt. Gorn stated: In an effort to ensure sustainable expenditures for the future he would like to discuss where the funds would come from for the AI platform and the session border controller for reoccurring annual payments. Would the current surcharge cover those annual costs? Ms. Laughlin stated that there is adequate funding to support those costs.

NEXT MEETING DATE

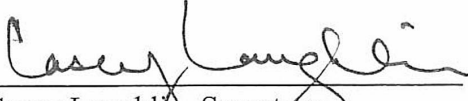
Chairman Cook announced the next regularly scheduled board meeting would be June 11, 2024, at 9:00 a.m.

ADJOURNMENT



Casey Cook, Chairman

ATTEST:



Casey Laughlin, Secretary

MATANUSKA-SUSITNA BOROUGH
Enhanced 911 ADVISORY BOARD MINUTES

August 13, 2024

The regular meeting of the Enhanced 911 Advisory Board was called to order at 9:00 a.m. by Chairman, Casey Cook.

Advisory Board members in attendance establishing a quorum were:

Joel Butcher, Mat-Com
Casey Cook, MSB EM
Andrew Gorn, AST

Zack McRae, MSB Telecom
Lori Criqui, Mat-Com

Also in attendance were: Nick Srebernak and Ken Kleewein, MSB GIS; Earl Almdale, MSB IT; and Dan Robinson, Mat-Com.

A quorum was present, and due notice had been published.

APPROVAL OF AGENDA: The agenda was approved as presented.

APPROVAL OF MINUTES: There was no objection to the approval of the June 11, 2024 minutes as presented.

PERSONS TO BE HEARD - None

REPORTS

GIS

Mr. Srebernak stated:

1. He just got back from the UC and got a lot of good addressing information.
2. He's been working with the City of Wasilla helping them with their addressing.
3. He's been working with the Clerk's office, the fire service areas, and Casey on the Willow/Caswell FSA merger. It will be a very large data thing when it becomes official in a couple of weeks.
4. They have collected all the imagery except for Hatcher Pass, which they ran into issues with for various reasons. They should be getting the rest of the preliminary data in the next couple of weeks and will send it over to Joel when they are done processing it.

Telecommunication Service Priority Program (TSP)

Mr. Cook stated: We have been trying to get numbers from them and they haven't been responsive. Internally at the borough, we need to determine which lines we want to have the TSP and which can go without. Mat-Com and 9G Base will need to do the same. Once we have those numbers we can reach out again to get an actual estimate.

OLD BUSINESS

Mat-Com Requests for Reimbursement

- Session Border Controllers

Ms. Criqui stated: They are moving forward with the session border controllers, and it is scheduled for the end of August.

Mr. Almdale asked what the purpose of the controllers were, an upgrade in place, to augment what is currently there?

Mr. Butcher stated that the controllers are going to replace the connections to the Palmer PBX and the Mat-Com PBX, which will provide redundancy through MTA switches. They need to replace the PBX in Wasilla and move those from Aviat to the session border controllers because the rest of their phone desk sets are moving to a teams deployment across the city. The City of Palmer went to a new system that is not able to connect to 911, so this is a way to do that for Palmer. MTA has some preliminary drawings of how they are going to connect their circuits with the session border controllers to the 911 system at each location, and once we have that information, we will update our schematics.

MOTION: Mr. Cook moved, and Mr. Gorn seconded, to approve the reimbursement of the Session Border Controllers to the City of Wasilla in the proposed amount of \$20,552. All were in favor, none were opposed.

- Corti Platform

Ms. Criqui stated: She recently learned that Corti is preparing to cut ties with Priority Dispatch so she will be holding off on this request, and we can remove it from the agenda. She will be doing research on other platforms that may be out there.

NEW BUSINESS

Interior Digital Mapping of School Buildings

Mr. Kleewein stated: They were able to get the new Houston High School CAD drawings and send them over to ESRI. They created a report that he is happy to share with this group. In summary, they explained what it would take to convert one of these drawings and the challenges that come with it in terms of creating a map and naming the rooms. They can assign metadata to each room, such as a teacher's name, and we can provide as much detailed information as we want. Overall, we can definitely create a product with a distinct layout that is routable and also has the metadata. This could be done in house at the borough, but we would need to get older plans from the schools. From there we could see what level of effort it would take to produce the maps and then get an idea of the total cost. Mr. Cook stated that he had a thumb drive with pdf files of all the school layouts and he would send it over to GIS.

INFORMATIONAL ITEMS

- A. FY24 Surcharge Revenue Chart
 - No questions heard.
- B. FY24 E-911 Budget Performance Report
 - No questions heard.
- C. 911 Quarterly Dispatch Call Reports (Mat-Com and Palmer)
 - No questions heard.

COMMENTS

NEXT MEETING DATE

Chairman Cook announced the next regularly scheduled board meeting would be October 8, 2024, at 9:00 a.m.

ADJOURNMENT

Casey Cook, Chairman

ATTEST:

Casey Laughlin, Secretary