

**SUBJECT:** APPROVING AN ORDINANCE AMENDING MSB 4.28.020 (A)  
ENHANCED 911 ADVISORY BOARD COMPOSITION.

**AGENDA OF:** November 19, 2024

**ASSEMBLY ACTION:** Adopted without objection 12/04/24 - BJH

**AGENDA ACTION REQUESTED:** Introduce and set for public hearing.

Route To	Signatures
Originator	<div>10/16/2024</div> <div>X Casey Laughlin</div> <div>Signed by: Casey Laughlin</div>
Emergency Services Director	<div>10/17/2024</div> <div>X Ken Barkley</div> <div>Signed by: Ken Barkley</div>
Information Technology Director	<div>10/17/2024</div> <div>X Leah Jones</div> <div>Signed by: Leah Jones</div>
Finance Director	<div>10/25/2024</div> <div>X Cheyenne Heindel</div> <div>Signed by: Cheyenne Heindel</div>
Borough Attorney	<div>10/28/2024</div> <div>X Nicholas Spiropoulos</div> <div>Signed by: Nicholas Spiropoulos</div>
Borough Manager	<div>10/28/2024</div> <div>X Michael Brown</div> <div>Signed by: Mike Brown</div>
Borough Clerk	<div>10/28/2024</div> <div>X Brenda J. Henry for</div> <div>Signed by: Brenda Henry</div>

**ATTACHMENT (S):** Ordinance Serial No. 24-108 (3 pp)  
Enhanced 911 Advisory Board Draft Minutes (3 pp)

**SUMMARY STATEMENT:**

As the Matanuska-Susitna Borough transitions from Enhanced 911 (E911) to Next Generation 911 (NG911), the complexity of integrating new technologies (such as IP-based systems, multimedia communication, and real-time data sharing) demands expert oversight. The addition of two technology advisory seats is crucial to ensure a successful, secure, and efficient deployment and operation of NG911.

At the October 8, 2024 Enhanced 911 Advisory Board meeting, the board voted to amend the composition to add a position from the Matanuska-Susitna Borough Information Technology / Geographic Information Systems (IT/GIS) division, as well as a position from the Matanuska Telephone Association (MTA).

**RECOMMENDATION OF ADMINISTRATION:**

The administration recommends approval of the attached legislation which will approve an ordinance amending MSB 4.28.020 (A) Enhanced 911 Advisory Board composition.

MATANUSKA-SUSITNA BOROUGH  
*Enhanced 911 ADVISORY BOARD MINUTES*

October 8, 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

Dwayne Shelton, Palmer Police  
Lori Criqui, Mat-Com  
Jared Eison, City of Houston

Also in attendance were: Nick Srebernak and Ken Kleewein, MSB GIS; Earl Almdale, MSB IT; Hillary Palmer, Dewberry and Assoc.; Rusty Belanger, MSBSD; Aleeha Travis, MTA; Ken Barkley, DES; Anna Gabriel, Palmer Dispatch; 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 August 13, 2024 minutes as presented.

PERSONS TO BE HEARD

None

REPORTS

GIS

Mr. Srebernak stated:

1. The imagery for this year was delivered yesterday. They will begin processing it and get it updated with dispatch as soon as possible, hopefully early November.
2. He's been working with the Clerk's office on the Willow/Caswell FSA consolidation.

Telecommunication Service Priority Program (TSP)

Mr. Cook stated: We haven't made any progress on this since the last meeting. We are waiting on information from the FCC and to see how much this program would cost to implement in the borough.

## OLD BUSINESS

### Interior Digital Mapping of School Buildings

Ms. Palmer stated: She and her company Dewberry did a pilot project for the Mat-Su Borough School District where they demonstrated the benefits of creating a digital twin and used Palmer High School. She proposed that this project serve as a phase II of the activities that have been ongoing with Kenny and Nick in GIS. Using a digital twin of a building layout is an incredible tool for dispatchers. She verbally proposed that to map all of the Mat-Su Borough schools, it would cost \$500,000. She asked if the E-911 fund could pay for it, or if the funding could be transferred to the school district to pay for it.

Mr. Balinger from the school district stated that from what he's seen, it looks like an incredible tool and would not only help the district, but all of emergency services.

Ms. Laughlin stated that the borough attorney would need to weigh in on the eligibility of using the fund, and whether or not it would be transferrable. In addition, any project of this dollar amount would need to go out for formal bidding through the borough purchasing office.

Chairman Cook stated that there is a lot of interest in this project and there may be other funding available such as grants.

## NEW BUSINESS

### New Representative Seats

Chairman Cook stated: We are considering adding two new representative seats to the board; Borough GIS/IT, and MTA. Both of which would be on the technology side of things. All voting members were in favor of adding the two new representative seats, with none opposed.

### Next Gen 911 Call Handling System and Core System Services for Mat-Com and Palmer Dispatch

Ms. Criqui stated: They are still looking at what options are available. They had a meeting with ACS to talk about Intrado and their product. They also had a discussion with Motorola. It's time to bring other stakeholders in and see what they want to do about a new call handling system.

Capt. Gorn asked if there have been any questions put to Solacom about the number of dispatch center outages that coincide with power outages. He feels that they seem to be happening more regularly and appear to be related. He is hoping to see some solutions to this issue.

Ms. Criqui advised that they have implemented Rapid SOS, which helped them to see the 911 calls coming in, and they were able to return the incoming 911 calls at that time. Solacom has been asked to give a root cause analysis but they haven't done it yet.

Mr. Barkley asked if the telephone number MatCom provides during a 911 outage can be publicly advertised at all times so people are aware of it in general, and not just during outages. Mr. Criqui stated that she is working with their IT folks to build their MatCom page and will put that information on it.

Mr. Almdale stated that he and his team would like to assist in helping MatCom from a technology perspective. They would like to attend some of the meetings MatCom is having and bring their expertise and skill sets to be able to assist in identifying what the root causes of the outages may be and look for a path forward. Ms. Criqui stated she would add them to the meetings.

Mr. Kleewein stated: They would like to see MatCom's network architecture so they can have visibility into the system. As MatCom is a contractor for the Mat-Su Borough, the borough would like to have a more proactive approach and be involved, so that when incidences and questions about the 911 system arise, the borough can answer those questions. They want to see how it is supposed to work and how redundancies can be built in to make sure it's functioning the way it's supposed to, as per the dispatch contract.

Ms. Criqui stated that she would get Mr. Kleewein and Mr. Almdale the system drawings.

#### 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

Ms. Criqui stated: They are actively working on solutions to the 911 outages. They do need a new call taking system and their current system contract expires in October 2025. They need to go Next Gen and will get the borough folks included in the meetings and look for options and solutions.

Mr. Almdale and Mr. Kleewein stated: They look forward to more collaboration and getting to where we need to be with 911.

#### NEXT MEETING DATE

Chairman Cook announced the next regularly scheduled board meeting would be December 10, 2024, at 9:00 a.m.

#### ADJOURNMENT

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Casey Cook, Chairman

ATTEST:

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Casey Laughlin, Secretary