

AMENDMENT TO OR 25-042 and RS 25-035

I move to amend **Ordinance No. 25-042 and Resolution No. 25-035** as follows:

- Remove \$793,703 throughout both the ordinance and resolution and replace with \$448,174.
- Replace the memorandum from Palmer Police Department titled "Request for Reimbursement, 9GBase Vesta 911 Phone System" in the IM and replace with the new memorandum provided by PPD outlining the justification for the updated request.
- In the resolution, amend the scope of work by changing "...first year of support and monitoring services; and a three-year maintenance and warranty plan" to " including 5 years of support and monitoring, cost of labor and installation, logistics, and engineering."

Rationale: Palmer Dispatch is the Backup Public Safety Answering Point (PSAP) in the Borough, where MatCom is the primary PSAP. MatCom and Wasilla PD are in the process of upgrading their existing 911 system. With this upgrade, Palmer Dispatch would operate as a remote site to MatCom. The previous request was for a standalone phone system and totaled \$739,703. After several meetings, the request was adjusted to develop an alternative approach for a more regional, resilient, and cost-effective dispatch model for the Borough.



PALMER POLICE DEPARTMENT

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Interim Chief

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RE: Request for Reimbursement, 9GBase Vesta 911 Phone System

Dear Members of the E911 Board,

BACKGROUND and REVISION

Palmer PD/Dispatch is the Backup PSAP in the Matanuska Susitna Borough, where MatCom is the primary Dispatch/PSAP for Mat-Su Borough area. MatCom and Wasilla PD are in the process of upgrading their existing 911 system to Vesta NG911. Palmer PD, 9GBase would operate as a Remote Site to the proposed Geo-Diverse Vesta 911 system developed for the City of Wasilla, MatCom. As proposed, the Palmer remote Vesta site will support operation of four (4) call taker position. A previous request was submitted to the E911 board and approved, the approval was for a standalone phone system and totaled \$739,703.00. After meeting with various partners we were able to develop an alternative approach to a resilient dispatch model for the Matanuska Susitna Borough.

Currently, the MSB's E911 and Dispatch Services contract with MatCom requires MatCom to provide a "secondary NENA-compliant PSAP". The National Emergency Number Association (NENA) defines a secondary PSAP as a PSAP to which 9-1-1 calls are transferred from a primary PSAP." Similarly, the Federal Communications Commission (FCC) defines a secondary PSAP in 47 CFR Part 9 as a PSAP that receives transferred 911 calls when the primary PSAP is unable to function. It is important to note that the current procedure used by MatCom and condoned by MSB, of notifying the public via social media and websites during 911 outages that instead of dialing the nationwide standard of 911 during an emergency, they must instead dial a 10-digit phone number that reaches another PSAP, does not comply with FCC regulations nor with contract requirements. To meet the definition of a secondary PSAP, the 911 calls must be transferred from the primary PSAP, rather than requiring the public to be aware of and use an alternate 10-digit phone number for emergencies.

The purpose of this installation is to provide a backup solution for 911 services to ensure continuity of service to the residents of the MSB. The City of Palmer's 9GBase facility is fully equipped to house this critical infrastructure and will be an essential resource in maintaining emergency communications during unforeseen disruptions.

Reimbursement Request:

The City of Palmer requests reimbursement from the E911 funds for the following expenses:

1. The full cost of the system deployment, including the hardware, software, licenses, remote site configuration, and training, to include Year 1-5 of Support and Monitoring, cost of labor and installation, logistics and engineering, totaling \$398,304.00.
2. 911 Assist: includes hardware, licensing – labor and support, totaling \$49,870.00

Total Reimbursement Request: \$448,174.00.

This system not only serves the City of Palmer but provides a critically needed backup PSAP to the MSB, helping to ensure the safety and security of all citizens within the borough.

Conclusion:

We respectfully request the Matanuska Susitna Borough E911 Board approve the reimbursement of the aforementioned costs for the new Vesta 911 phone system – Remote Site to be installed at the Palmer Police Department's 9GBase. This system will provide an invaluable backup resource for emergency response services in the MSB and further enhance the safety and efficiency of our region's emergency communication capabilities.

Please feel free to contact us if you require further details or have any questions regarding this proposal.

Thank you for your consideration.

Very Respectfully,

Whitney M. Daw

A handwritten signature in black ink, appearing to read 'Whitney M. Daw', written in a cursive style.