




SUBJECT: APPROVING AN APPROPRIATION OF \$1,718,174.66 FROM THE ENHANCED 911 FUND BALANCE AND APPROVING THE SCOPE OF WORK AND BUDGET FOR A PROJECT TO ALLOW THE CITY OF WASILLA TO OBTAIN REIMBURSEMENT FROM THE ENHANCED 911 SURCHARGE FUNDING FOR A VESTA 911 TELEPHONE SYSTEM.

AGENDA OF: March 18, 2025

ASSEMBLY ACTION:

AGENDA ACTION REQUESTED: Introduce and set for public hearing.

Route To	Signatures
Originator	 Recoverable Signature X Casey Laughlin Signed by: Casey Laughlin 3 / 5 / 2 0 2 5
Emergency Services Director	X Ken Barkley Signed by: Kenneth Barkley
Finance Director	 Recoverable Signature X Cheyenne Heindel Signed by: Cheyenne Heindel 3 / 6 / 2 0 2 5
Borough Attorney	X Nicholas Spiropoulos Signed by: Nicholas Spiropoulos 5 / 5 / 2 0 2 5
Borough Manager	X Michael Brown Signed by: Mike Brown
Borough Clerk	 Recoverable Signature X Lonnie McKechnie Signed by: Lonnie McKechnie

ATTACHMENT (S) : Ordinance Serial No. 25-044 (2 pp)
Resolution Serial No. 25-036 (2 pp)
MatCom Proposal and Advisory Board Minutes (6 pp)

SUMMARY STATEMENT:

The City of Wasilla, MatCom Dispatch Center, is in need of upgrading their 911 telephone system and have provided the attached proposal requesting reimbursement for the system from the Enhanced 911 Surcharge Fund Balance. The reimbursement request was approved by a majority vote at the February 11, 2025, Enhanced 911 Advisory Board meeting.

RECOMMENDATION OF ADMINISTRATION:


Recommend approval of the attached legislation appropriating \$1,718,174.66 from the Enhanced 911 Fund Balance, Fund 202, and approving the scope of work and budget for Project 45283, Fund 480, to allow the City of Wasilla to obtain reimbursement from Enhanced 911 surcharge funding for a VESTA 911 Telephone System.

MATANUSKA-SUSITNA BOROUGH

FISCAL NOTE

Agenda Date: March 18, 2025

SUBJECT: Approving an appropriation of \$1,718,174.66 from the Enhanced 911 Fund Balance and approving the scope of work and budget for a project to allow the City of Wasilla to obtain reimbursement from Enhanced 911 surcharge funding for a VESTA 911 Telephone System.

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT YES NO
AMOUNT REQUESTED \$1,718,174.66	FUNDING SOURCE FY25 Enhanced 911 Operating Budget
FROM ACCOUNT # 202.000.000 4XX.XXX	PROJECT
TO ACCOUNT: 480.000.000 3XX.XXX	PROJECT # 45283
VERIFIED BY:  Recoverable Signature X M e r i s s a C a r r e l l Signed by: M e r i s s a C a r r e l l	

EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous	1,718.2					
TOTAL OPERATING						

CAPITAL						
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REVENUE						
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FUNDING:


(Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	1,718.2					
TOTAL	1,718.2					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

APPROVED BY:	 Recoverable Signature
	X C h e y e n n e H e i n d e l Signed by: C h e y e n n e H e i n d e l

MATCOM
Dispatch
Center
City of Wasilla

1800 E. Parks Hwy.
Wasilla, AK 99654

Phone: 907.352.5401

Fax: 907.373-7839

www.cityofwasilla.com

MatCom Public Safety
Dispatch



Lori Criqui
Manager



Glenda D. Ledford
Mayor

2/6/2025

E911 Advisory Board

RE: MatCom 9-1-1 Call Handling System

Respected Members of the Board,

MatCom and the City of Wasilla would like to propose a funding request to the E911 Advisory Board for reimbursement of funds for a new 9-1-1 call handling system as the primary public safety answering point (PSAP) for the Matanuska-Susitna Valley.

I am reaching out to formally request a reimbursement of funds for the procurement of a new 9-1-1 call handling system. Utilizing the government contract through Sourcewell, we have solicited a proposal from Motorola for the Vesta 9-1-1 call-handling solution.

The selection of Vesta by Motorola would provide access to a local vendor, ProComm, for all maintenance and support, ensuring reliable in-state service. The proposed system includes hardware and software and is geo-diverse for 10 call-handling positions at MatCom, and four consoles at our backup site at the Wasilla Police Department. Additionally, it includes four Command Posts for mobile deployment, enhancing our ability to respond to emergencies in various scenarios.

The Next Generation 9-1-1 (NG911) compliant system will significantly enhance our capabilities with SMS Text-to-911, ensuring broader accessibility for the public, and integration with Rave Mobile Safety and Smart911 profiles (current contracted service). 911 Data Assist would include the ability to have integration for video to 911 as well as language translation.

Our current system has experienced multiple failures, and its contract is set to expire in October 2025 and needs to be refreshed or replaced. Our current vendor has been less than responsive to our requests for SMS Text to 911 and session border controllers. This presents the ideal opportunity to upgrade with new, reliable technology that improves service and ensures continuity of operations.

Per AS29.35.131 (911 Surcharge),

"...The surcharge revenue may be used for the following costs..."

(1)(2) "the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders, instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems;

MatCom and the City of Wasilla respectfully request the approval of the Board for the documented reimbursement of this project not to exceed \$1,718,174.66 over a five-year contract. Attached you will find a detailed quote for your review. I appreciate your time and consideration of this request and welcome any questions.

Thank you,

Lori Criqui, ENP

Communications Manager, MatCom Dispatch

Section 7

Pricing

7.1 VESTA 9-1-1 Solution

Summary - 5 YEAR		
<u>VESTA</u>		
VESTA 9-1-1 Service Package	-	\$659,698.08
Managed Detection & Response		\$211,500.00
Hardware/Software		\$455,610.19
Implementation, Project Management and Training		\$179,590.31
Warranties		\$22,791.88
	VESTA 9-1-1	\$1,529,190.46
Optional 911 Assist		<u>\$188,984.20</u>

* Quote is valid for 90 days from the date of this proposal.

TOTAL: \$1,718,174.66

7.2 Payment Terms

Total Contract value selected from the above purchased options is _____.

MATANUSKA-SUSITNA BOROUGH
Enhanced 911 ADVISORY BOARD MINUTES

February 11, 2025

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:

Lori Criqui, MatCom
Casey Cook, MSB EM
Jared Eison, City of Houston
Earl Almdale, MSB IT

Dwayne Shelton, Palmer Police
Andrew Gorn, AST
Aleeha Travis, MTA

Also in attendance were: Joel Butcher and Dan Robinson, MatCom; Nick Srebernak, MSB GIS; Zack McRae, MSB Telecom; Whitney Daw, Palmer Dispatch; Luke Szipsky, Palmer Police; Stephanie Nowers, Borough Assembly; Tracey Woelfel, MSB EOC; Daron Cooper, AST; and Donny Lane, 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 December 10, 2024 minutes as presented.

PERSONS TO BE HEARD

None

REPORTS

GIS

Mr. Srebernak stated: He is working with Joel and the folks at MatCom on some GIS data info. He has some imagery ready to deliver to them on Thursday.

OLD BUSINESS

Interior Digital Mapping of School Buildings

Mr. Cook stated: Until the school district makes a request for this, there isn't anything we need to do further on it. He requested that it remain on the agenda.

Telecommunication Service Priority Program (TSP)

Chairman Cook asked Mr. Almdale if he had any updates; he said nothing yet, but will bump it up on the priority list.

Next Gen 911 Call Handling System and Core Services System

Chairman Cook stated: He received a call from the state, and they advised they got a grant to do a study to do enhanced 911 throughout the state, and he wondered if this is related to the core services.

Mr. Lane stated:

1. CISA (Cybersecurity Infrastructure Security Agency) has a cyber resilient 911 workshop where they are looking at bringing a little more attention to cyber threat landscape as far as it pertains to 911 and public safety.
2. They got a technical assist approved from CISA to work on a strategic Next Gen 911 transition plan. In 2025 he is going to be building out a couple of different working groups to get as many stakeholders as possible in the room while keeping the size of the group manageable. They will focus on the different foundational elements for Next Gen 911 and there will be some subject matter specialists coming from CISA to help draft a comprehensive plan that has real tangible steps, milestones, timelines, etc. He believes it will be a 10-year road map. There will be meetings here in March and from there they will be scheduling out more working group meetings. It is a big statewide effort.

NEW BUSINESS

MatCom Reimbursement Request – RAVE Mobile Safety \$34,561

Ms. Criqui stated: This allows us to do the reverse 911 outbound text which we can also move through the client line system.

MOTION: Mr. Shelton moved, and Mr. Eison seconded, to approve the RAVE Mobile Safety reimbursement to the City of Wasilla in the amount of \$34,561. All were in favor, none were opposed.

MSB Request - Adding Dispatchers to the Borough Contract \$340,000

Chairman Cook stated: The borough is asking for an additional \$231,200 from the E-911 fund to add one more console and two call takers/dispatchers to the borough dispatch contract for FY26. The total cost of \$340,000 would be cost shared, with \$108,800 coming from the borough's areawide budget and \$231,200 from the E-911 funds.

Discussion surrounded the number of call takers and dispatchers available, how they are shared between agencies, and the overall call volume at MatCom.

MOTION: Mr. Shelton moved, and Mr. Almdale seconded, to approve an additional \$231,200 from the E-911 budget to the borough's dispatch contract with MatCom to fund one console and two call takers/dispatchers for FY26. The motion passed with 5 in favor, Mr. Cook abstained, and Mr. Gorn opposed.

Palmer Dispatch Reimbursement Request – VESTA Phone System \$739,703

Mr. Szipsky stated: They are requesting a new upgraded phone system that would replace the Solacom system they are using now. Option 1 of the proposal includes full cost of the system deployment including hardware, software, licenses, system configuration, and training; first year of support and monitoring; installation and labor; and a three-year maintenance and warranty plan. Option one total is \$739,703.

Discussion surrounded the new phone system as a separate and stand-alone system from MatCom and whether or not it would provide the ability to have Palmer act as a true secondary PSAP with MatCom, provide redundancy for the borough if the 911 system went down, have the ability to call transfer directly from one system to the other, and whether Palmer and MatCom purchasing the same systems separately would solve our ongoing issues of providing improved services to the public.

MOTION: Chairman Cook moved, and Mr. Gorn seconded, to approve the reimbursement to the City of Palmer for Option 1 of their proposal in the amount of \$739,703 for a new VESTA telephone system. The motion passed with five members voting in favor, Ms. Travis abstaining, and Ms. Criqui opposing.

MatCom Reimbursement Request – VESTA Phone System \$1,718,174.66

Ms. Criqui stated: This is a much-needed upgrade that will bring a lot of Next Gen 911 functions and features with it. Once it is up and running, we will be able to consider Next Gen Core Services, which would bridge the gap between the two separate phone systems for Palmer and MatCom. The State is working on a ten-year buildout.

MOTION: Chairman Cook moved, and Mr. Shelton seconded, to approve the reimbursement to the City of Wasilla for their VESTA telephone system proposal, not to exceed \$1,718,174.66. The motion passed with five members voting in favor, and Mr. Almdale and Ms. Travis abstaining.

INFORMATIONAL ITEMS

- A. FY25 Surcharge Revenue Chart
- B. FY25 E-911 Budget Performance Report
 - 1. Ms. Criqui asked if it was possible to add more funding to the training lines in the budget. It was identified that there was still funding in the training lines items, so we wouldn't ask for an increase at this time.
- C. 911 Quarterly Dispatch Call Reports (Mat-Com and Palmer).

COMMENTS

Mr. Almdale stated: He would like to see a technology working group put together from the members of this board to review proposals for equipment and technology purchases. Chairman Cook stated that we would add this as a new business item on the next agenda.

Mr. Lane stated: If anyone has questions on ESInet Next Gen core services, feel free to reach out and give him a call.

NEXT MEETING DATE

Chairman Cook announced the next regularly scheduled board meeting would be April 8, 2025, at 9:00 a.m.

ADJOURNMENT

Casey Cook, Chairman

ATTEST:

Casey Laughlin, Secretary

DRAFT