

SUBJECT: APPROVAL OF CHANGE ORDER NO. 2 FOR THE E911 AND DISPATCH SERVICES AGREEMENT 16-100P MODIFYING CONTRACT LANGUAGE AND INCREASING THE ANNUAL COST BY \$340,000 IN FISCAL YEAR 2026 FOR TWO ADDITIONAL DISPATCHERS.

AGENDA OF: August 19, 2025

ASSEMBLY ACTION:

Approved under the consent agenda 08/19/25 - EMW

AGENDA ACTION REQUESTED: Present to the Assembly for consideration.

Route To:	Signature
Originator	 X Casey Laughlin Signed by: Casey Laughlin 8/6/2025
Emergency Services Director	 X Ken Barkley Signed by: Kenneth Barkley 8/6/2025
Purchasing Officer	 X Dustin Silva Signed by: Dustin Silva 8/6/2025
Finance Director	 X Cheyenne Heindel Signed by: Cheyenne Heindel 8/7/2025
Borough Attorney	 X John Aschenbrenner Signed by: John Aschenbrenner 8/7/2025
Borough Manager	 X Michael Brown Signed by: Mike Brown 8/6/2025
Borough Clerk	 X Estelle Wiese for Signed by: Estelle Wiese 8/6/2025

ATTACHMENT(S): E-mail and Personnel Letter (3pp)

Fiscal Note: Yes (1pp)

SUMMARY STATEMENT:

On May 17, 2022, with AM No. 22-052, the Borough Assembly approved a five-year extension on Agreement 16-100P E-911 and Dispatch Services with the City of Wasilla.

Since the initial inception of this contract, there have been changes in systems, processes, and personnel requirements. This contract modification aims to resolve key areas that need to be addressed with contract modification language as follows:

- Update Section 23 of the RFP to include title, not name and take off Ruth Josten or designee and add MatCom manager or designee
- B.1.b. Collaborate with vendors and Primary PSAPs or Emergency Communication Centers (ECC) to establish a Memorandum of Understanding (MOU) with a PSAP outside the Mat-Su Borough within 6 months of when Next Generation Core Services (NGCS) are available. The PSAPs shall meet NENAs i3 standards for call delivery. This agreement will designate the external Primary PSAP or ECC as a resource for forwarding or rolling over 9-1-1 calls in the event of a system outage or a major incident that overwhelms the 9-1-1 call handling system. Secondary dispatch center MOU will also be implemented with 6 months of NGCS becoming available.
- B.1.q. Contractor will provide and/or coordinate with the MSB a records retention program that maintains all E911 and dispatch records for a minimum of five (5) years.
- B.2.a.ii. Until Next Generation Core Services (NGCS) are available and fully implemented, 9-1-1 calls will not be transferred to a secondary PSAP. All unanswered 9-1-1 calls will remain queued for the next available call-taker at the primary PSAP (MatCom) to ensure consistency in call handling and response. NGCS will provide the necessary technology for seamless call transfers while retaining caller location and callback information. Until that capability is in place, MatCom will continue to prioritize answering all emergency calls in the order they are received, ensuring public safety remains our top priority. Once B.1.b is implemented, the system shall enable the secondary PSAP to answer 911 calls that the primary PSAP is unable to answer within 30 seconds of call arrival. Unanswered calls will remain queued for the next available call-taker at either PSAP.
- B.2.a.iii. Next Generation 911 (NG911) is defined as a digital, internet protocol (IP) based system that will replace the analog 911 infrastructure. The 9-1-1 call handling system will be Next Generation 9-1-1 (NG911) or comparable system, compliant and meet the NENA i3 standards, ensuring interoperability, reliability, and enhanced emergency response capabilities. As part of this initiative, the contractor will implement additional resources within the next 24 months, including Text-to-911, video capabilities, and translation services to improve accessibility and service for the community. These enhancements are not all-encompassing, and a yearly assessment of emerging technologies and resources will be conducted to evaluate new solutions for potential inclusion, ensuring the system

remains at the forefront of public safety advancements.

- C.3. The Contractor shall provide minimum staffing levels of one (1) call-taker and one (1) fire and EMS dispatcher at all times. The contractor will provide a second Fire and EMS dispatcher during peak hours and days based on call volume statistics from the previous year. These peak hours will be determined in coordination between the MSB and the contractor for Fiscal Year 2026.
- Beginning in Fiscal Year 2027, and for the remainder of the contract, the contractor will ensure that a second Fire and EMS dispatcher is always staffed, enhancing response capabilities and ensuring consistent support for emergency operations. The contractor in coordination with the MSB shall determine additional staffing so long as adequate staffing occurs to meet the performance standards at all times, including during full-assignment events and time of normal increases in dispatch activity. The Contractor shall warrant that any Contractor employee work stoppage shall not preclude it from providing the services required herein.

The previously approved 5-year compensation for services included the following.

Previously Approved Contract Amounts			
Year	Personnel	Operations	Totals
FY2023	1,080,000	350,000	1,430,000
FY2024	1,112,400	350,000	1,462,400
FY2025	1,145,800	367,500	1,513,300
FY2026	1,180,100	367,500	1,547,600
FY2027	1,215,500	367,500	1,583,000

This contract modification will add an additional \$340,000 per year for fiscal year 2026 as shown in the table below.

Fiscal year 2027 will have an additional personnel cost increase based on full-time versus peak hours staffing. Those additional costs will be determined at a later date based on the staffing requirements needed in fiscal year 2026.

Modified Personnel Amounts for FY2026			
Year	Personnel	Operations	Totals
FY2023	1,080,000	350,000	1,430,000
FY2024	1,112,400	350,000	1,462,400
FY2025	1,145,800	367,500	1,513,300
FY2026	1,520,100	367,500	1,887,600
FY2027	1,215,500	367,500	1,583,000

In accordance with MSB Code 3.08.170(C)(4), Administration seeks a 5% change order authority for the modified annual contract costs.

RECOMMENDATION OF ADMINISTRATION:

Approval of Change Order No. 2 for E911 and Dispatch Services Agreement 16-100P modifying contract language and increasing the annual cost by \$340,000 in fiscal year 2026 for two additional dispatchers.

MATANUSKA-SUSITNA BOROUGH

FISCAL NOTE

Agenda Date: August 5, 2025

SUBJECT: Approval of Change Order No. 2 for E911 and Dispatch Services Agreement 16-100P modifying contract language and increasing the annual cost by \$340,000 in fiscal year 2026 for two additional dispatchers.

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT YES NO
AMOUNT REQUESTED \$340,000	FUNDING SOURCE E911 Budget Budget Appropriation/IT Operating Budget
FROM ACCOUNT # 100.115.122 4xx.xxx/480.000.000 4xx.xxx	PROJECT
TO ACCOUNT:	PROJECT #
VERIFIED BY:  Recoverable Signature X Liesel Zanto Signed by: Liesel W. Zanto	

EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING						

CAPITAL	340.0					
---------	-------	--	--	--	--	--

REVENUE						
---------	--	--	--	--	--	--

FUNDING:

(Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	340.0					
TOTAL	340.0					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

APPROVED BY:	 Recoverable Signature X Cheyenne Heindel Signed by: Cheyenne Heindel
--------------	--

From: [Casey Cook](#)
To: [Russ Krafft](#); [Nicholas Spiropoulos](#)
Cc: [Ken Barkley](#); [Casey Laughlin](#)
Subject: Updated contract language for MatCom contract
Date: Tuesday, July 1, 2025 11:09:51 AM
Attachments: [RE .msg](#)

Russ and Nick,

Here is a clean copy of the updated amendment language, with changes/additions accepted by MatCom, and reviewed/updated by MSB DES and Legal. Let me know if you need anything more from me to get this moving forward. Attached you will find an email from Records Retention being ok with the change of retention from 7 years to 5 years,

Thanks,
Casey

Update Section 23 of the RFP to include title, not name and take off Ruth Josten or designee and add MatCom manager or designee

B.1.b. Collaborate with vendors and Primary PSAPs or Emergency Communication Centers (ECC) to establish a Memorandum of Understanding (MOU) with a PSAP outside the Mat-Su Borough within 6 months of when Next Generation Core Services (NGCS) are available. The PSAPs shall meet NENAs i3 standards for call delivery. This agreement will designate the external Primary PSAP or ECC as a resource for forwarding or rolling over 9-1-1 calls in the event of a system outage or a major incident that overwhelms the 9-1-1 call handling system. Secondary dispatch center MOU will also be implemented with 6 months of NGCS becoming available.

B.1.q. Contractor will provide and/or coordinate with the MSB a records retention program that maintains all E911 and dispatch records for a minimum of five (5) years.

B.2.a.ii. Until Next Generation Core Services (NGCS) are available and fully implemented, 9-1-1 calls will not be transferred to a secondary PSAP. All unanswered 9-1-1 calls will remain queued for the next available call-taker at the primary PSAP (MatCom) to ensure consistency in call handling and response. NGCS will provide the necessary technology for seamless call transfers while retaining caller location and callback information. Until that capability is in place, MatCom will continue to prioritize answering all emergency calls in the order they are received, ensuring public safety remains our top priority. Once B.1.b is implemented, the system shall enable the secondary PSAP to answer 911 calls that the primary PSAP is unable to answer within 30 seconds of call arrival. Unanswered calls will remain queued for the next available call-taker at either PSAP.

B.2.a.iii. Next Generation 911 (NG911) is defined as a digital, internet protocol (IP) based

system that will replace the analog 911 infrastructure. The 9-1-1 call handling system will be Next Generation 9-1-1 (NG911) or comparable system, compliant and meet the NENA i3 standards, ensuring interoperability, reliability, and enhanced emergency response capabilities. As part of this initiative, the contractor will implement additional resources within the next 24 months, including Text-to-911, video capabilities, and translation services to improve accessibility and service for the community. These enhancements are not all-encompassing, and a yearly assessment of emerging technologies and resources will be conducted to evaluate new solutions for potential inclusion, ensuring the system remains at the forefront of public safety advancements.

C.3. The Contractor shall provide minimum staffing levels of one (1) call-taker and one (1) fire and EMS dispatcher at all times. The contractor will provide a second Fire and EMS dispatcher during peak hours and days based on call volume statistics from the previous year. These peak hours will be determined in coordination between the MSB and the contractor for Fiscal Year 2026.

Beginning in Fiscal Year 2027, and for the remainder of the contract, the contractor will ensure that a second Fire and EMS dispatcher is always staffed, enhancing response capabilities and ensuring consistent support for emergency operations. The contractor in coordination with the MSB shall determine additional staffing so long as adequate staffing occurs to meet the performance standards at all times, including during full-assignment events and time of normal increases in dispatch activity. The Contractor shall warrant that any Contractor employee work stoppage shall not preclude it from providing the services required herein.

Casey Cook
Emergency Manager
Matanuska Susitna Borough
907-861-8004
907-355-9819



CITY OF WASILLA

Finance Department
290 East Herning Avenue
Wasilla, Alaska 99654-7091
Phone (907) 373-9080 Fax (907) 373-9085

February 6, 2025

Mat Su Borough Fire/EMS
Attn: Casey Cook
350 E Dahlia Ave.
Palmer, AK 99645

Dear Mr. Cook,

I am writing to provide an estimate for the addition of two dispatchers during peak hours to be determined based on workload in the FY2026 fiscal year at MATCOM.

The projected total cost for two additional full-time dispatchers, including salaries and benefits, is approximately \$340,000.

Please let me know if you require any further details or adjustments.

Sincerely,

Cassee Olin
Director of Finance
City of Wasilla