



**SUBJECT:** APPROVING AN APPROPRIATION OF \$448,174 FROM THE ENHANCED 911 FUND BALANCE AND APPROVING THE SCOPE OF WORK AND BUDGET FOR A PROJECT TO ALLOW THE CITY OF PALMER TO OBTAIN REIMBURSEMENT FROM THE ENHANCED 911 SURCHARGE FUNDING FOR A VESTA 911 TELEPHONE SYSTEM.

**AGENDA OF:** March 18, 2025

**ASSEMBLY ACTION:**

Amended and Adopted without objection 06/17/25 - EMW

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

Route To	Signatures
Originator	 Recoverable Signature X Casey Laughlin Signed by: Casey Laughlin 3/6/2025
Emergency Services Director	X Ken Barkley Signed by: Kenneth Barkley
Finance Director	 Recoverable Signature X Cheyenne Heindel Signed by: Cheyenne Heindel 3/6/2025
Borough Attorney	X Nicholas Spiropoulos Signed by: Nicholas Spiropoulos 5/12/2025
Borough Manager	X Michael Brown Signed by: Mike Brown 5/14/2025
Borough Clerk	X Lonnie McKechnie Signed by: Lonnie McKechnie

**ATTACHMENT (S) :** Ordinance Serial No. 25-042 (2 pp)  
Resolution Serial No. 25-035 (2 pp)  
Palmer Proposal and Advisory Board Minutes (7 pp)

**SUMMARY STATEMENT:**

The City of Palmer's 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 \$448,174 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 Palmer 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 \$739,703 from the Enhanced 911 Fund Balance and approving the scope of work and budget for a project to allow the City of Palmer to obtain reimbursement from Enhanced 911 surcharge funding for a VESTA 911 Telephone System.

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT <b>YES</b> NO
AMOUNT REQUESTED \$739,703	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: <div style="text-align: right;">3 / 5 / 2 0 2 5</div> <div style="text-align: center;">  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       </div>	

## EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous	739.7					
TOTAL OPERATING						

CAPITAL						
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REVENUE						
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## FUNDING:



(Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	739.7					
TOTAL	739.7					

## POSITIONS:

Full-Time						
Part-Time						
Temporary						

## ANALYSIS: (Attach a separate page if necessary)

APPROVED BY:	 Recoverable Signature
	<div style="text-align: center;">  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       </div>



## PALMER POLICE DEPARTMENT

Luke Szipszky  
Interim Chief

423 S. Valley Way  
Palmer, Alaska 99645  
Phone (907) 745-4811  
Fax (907) 745-4276

**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', with a stylized, cursive script.

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

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Casey Cook, Chairman

ATTEST:

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Casey Laughlin, Secretary

DRAFT