


**SUBJECT:** APPROVING AN APPROPRIATION OF \$16,320 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 SOLACOM GUARDIAN SOLUTIONS 911 MEDIA SERVER SYSTEM.

**AGENDA OF:** August 3, 2021

**ASSEMBLY ACTION:**

Adopted without objection  
8-17-21 

**MANAGER RECOMMENDATION:** Introduce and set for public hearing.

**APPROVED BY MICHAEL BROWN, BOROUGH MANAGER:** 

Route To:	Department/Individual	Initials	Remarks
	Originator	CL	
	Emergency Services Director	KB	
	Finance Director	hw	FURCH
	Borough Attorney	KB	
	Borough Clerk	Ann 7/26/21	KB J

**ATTACHMENT(S):** Fiscal Note: YES X NO \_\_\_\_\_  
Ordinance Serial No. 21-081 (2 pp)  
Resolution Serial No. 21-081 (2 pp)

**SUMMARY STATEMENT:**

Matcom and the City of Wasilla proposed a funding request to the E-911 Advisory Board requesting reimbursement of funds the City of Wasilla has put towards two media servers related to the installation of the Solacom Guardian Solution 911 system being installed this year at both Matcom and 9GBase.

In line with the interests of public safety and avoiding unnecessary transfers and rollovers of 911 calls during large scale and catastrophic incidents, it is the goal of Matcom to institute a 30 second 911 queue for the system before the call is rolled over to a secondary PSAP for the Borough's 911 calls.

Currently, when a 911 call is placed, if the call is unable to be answered at Matcom within 20 seconds, the call then rolls over to 9GBase which acts as the rollover answering PSAP for Matcom. Historically over the last 2 years, there have been very minimal incidents where a 911 call was rolled over to 9GBase. Most recently, for calendar year 2020, it was 0.01% of the calls that rolled over (less than 40). The goal behind the media servers and 911 queue would be to cut down the number of rollovers as close to zero as possible in an effort to avoid a secondary PSAP answering , obtaining information , and then needing to transfer the call back to the primary PSAP during a large scale incident or catastrophic event.

It is Matcom's and the City of Wasilla's prediction that with a 30 second queue being added, this would provide Matcom an additional window of opportunity to field the initial call, almost eradicating the existing 911 rollovers annually.

The media servers being requested for funding consideration would allow an audio recording to play for the caller to announce that they have reached 911, instead of just hearing a ringing on their end, then their call would be answered by the first available 911 operator. At the conclusion of the queue, if Matcom has remained unable to field the call, it would then roll to the secondary PSAP (9GBase) for answering.

#### **RECOMMENDATION OF ADMINISTRATION:**

The administration recommends approval of the attached legislation, which will approve an appropriation of \$16,320 from the Enhanced 911 Fund Balance, Fund 202, and approve 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 Solacom Guardian Solutions 911 Media Server System.

MATANUSKA-SUSITNA BOROUGH  
FISCAL NOTE

Agenda Date: August 3, 2021

SUBJECT: Approving an appropriation of \$16,320 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 Solacom Guardian Solutions 911 Media Server System.

ORIGINATOR: Ken Barkley

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT <u>YES</u> NO
AMOUNT REQUESTED <u>\$16,320</u>	FUNDING SOURCE <u>Enhanced 911 Fund</u>
FROM ACCOUNT # <u>202.000.000 4XX.XXX</u>	PROJECT
TO ACCOUNT: <u>480.000.000 3XX.XXX</u>	PROJECT # <u>45283</u>
VERIFIED BY: <u>Kim Michael</u>	CERTIFIED BY:
DATE: <u>7-20-21</u>	DATE:

EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING						

CAPITAL	<u>16.3</u>					
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REVENUE						
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FUNDING:

(Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	<u>16.3</u>					
TOTAL	<u>16.3</u>					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

PREPARED BY: \_\_\_\_\_ PHONE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ DATE: \_\_\_\_\_

APPROVED BY: Chapman Kendall DATE: 7.21.21

IM No. 21-161  
Ordinance Serial No. 21-081  
Resolution Serial No. 21-081