

Enhanced "9-1-1"

FY2019 Request: \$3,535,000

Reference No: AMD 61971

AP/AL: Appropriation
Category: Public Protection
Location: Statewide
Impact House District: Statewide (HD 1-40)
Estimated Project Dates: 07/01/2018 - 06/30/2022

Project Type: Life / Health / Safety
House District: Statewide (HD 1-40)
Contact: Kelly Howell
Contact Phone: (907)269-5591

Brief Summary and Statement of Need:

Today, one in four Alaskans do not have conventional access to "9-1-1" known as enhanced "9-1-1". Geographically, about 92 percent of the state is not covered by enhanced "9-1-1" direct service, so when Alaskans travel outside of Fairbanks, Anchorage, the Mat-Su, and Ketchikan calling "9-1-1" is a series of transfers and telephone switches and those transfers lose all location information, reducing the probability that an Alaskan will be connected to a dispatcher who is able to assist in a timely manner. This project establishes the framework for providing this enhanced "9-1-1" service to all Alaskans.

Funding:	<u>FY2019</u>	<u>FY2020</u>	<u>FY2021</u>	<u>FY2022</u>	<u>FY2023</u>	<u>FY2024</u>	<u>Total</u>
1004 Gen Fund	\$3,535,000						\$3,535,000
1140 AIDEA Div							\$0
Total:	\$3,535,000	\$0	\$0	\$0	\$0	\$0	\$3,535,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

No prior funding history.

Project Description/Justification:

The Department of Public Safety (DPS), Division of Alaska State Troopers (AST) currently uses four geographically separate centers to dispatch troopers. Each center is configured differently and provides varying coverage and services throughout the state. The dispatch centers in Ketchikan and Fairbanks are state-owned and operated by DPS, while the dispatch centers in Wasilla and Soldotna are contracted services through the City of Wasilla and the Kenai Peninsula Borough, respectively. Since the state does not own or operate the dispatch centers in Wasilla and Soldotna, AST is unable to implement statewide technology solutions such as computer aided dispatch (CAD) that are available to almost every other local police department in the country. Instead of using one statewide integrated CAD/RMS solution, AST must cobble its records management system (RMS) to three local CAD systems to meet the business needs of the contracted dispatch centers. As a result, troopers must manually input data that is normally carried over from call/incident initiation on an integrated CAD/RMS solution. This leaves AST at the technological peril of the small departments that have neither the call volume, responsibility of coverage, nor the

complexity of service that AST has.

The goal of this project is to better serve Alaskans and better utilize existing resources by consolidating dispatch services from the two contracted agencies into one state-owned and operated regional emergency communications center and to provide consistent enhanced 911 services for all Alaskans.

Phase I The first part of the project involves renovating existing space in a state-owned facility in Anchorage to house the dispatch center. The Alaska Central Communications Center will consist of six operator consoles that include call queueing capabilities, radio communications through the Alaska Land Mobile Radio network, and CAD. The center will be operated 24/7 and will move the Southcentral and Western Alaska dispatching services for the troopers from Soldotna, Wasilla, and Fairbanks to Anchorage.

The second part of the project consists of implementing enhanced 911 service for areas of Alaska that are not serviced by an existing Public Safety Answering Point (PSAP). In many areas of the state, 911 calls are not sent directly to a PSAP; rather, they are routed locally to public safety agencies or personnel. No data associated with the call is attached to that call, including the fact that it originated as a 911 call. The caller must remain on the line to inform the responders of their location, the nature of the incident they are calling about, and provide a call back number in the event the call is disconnected. Establishment of a PSAP within the Alaska Central Communications Center involves documenting the existing conditions, performing a financial analysis, and issuing a request for proposals for an enhanced 911 solution.

Funds that are currently allocated for contractual agreements with the City of Wasilla and Kenai Peninsula Borough would be used to fund annual operating costs (primarily personal services) associated with the Alaska Central Communications Center beginning in FY2020.

Estimated Project Costs	600,000
Remodel/construction costs to include: walls, doors, lighting, carpet, electrical, network	
Dispatch furnishings	735,000
Computer aided dispatch (CAD) software	1,200,000
911 call answering software	6,000,000
Mapping/call location software/GIS software	1,000,000
TOTAL	9,535,000

Phase II

Funding requested in the table above represents the first phase of what Alaska needs for a seamless, digitally-adaptive, emergency communication network. The next phase will be to provide a comprehensive roadmap for the interoperability and compatibility of dispatch equipment with the National Public Safety Broadband Network (NPSBN), known as FirstNet. This phase will consist of the planning, design, and building of an integrated secure public safety network encompassing all law enforcement agencies throughout Alaska with the delivery of Next Generation 911 (NG911) services. .

NG911 is a necessary upgrade of the 911 system to adapt to how people communicate today – largely through mobile and digital devices. NG911 allows 911 callers, through mobile and digital devices, to communicate with PSAPs. This includes the ability to share richer data such as videos, images, and texts.

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It also enhances the ability of dispatch or 911 call centers to better communicate with each other and improves 911 system resiliency.

Funding for the second phase will be included in Governor's FY2020 budget request.