



THE STATE  
of **ALASKA**  
GOVERNOR MIKE DUNLEAVY

## Department of Public Safety

DIVISION OF ALASKA STATE TROOPERS  
D Detachment

1979 Peger Road  
Fairbanks, Alaska 99709  
Main: 907.451.5100  
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2 January 2025

Phillip Zavadil  
St. Paul City Manager  
950 Gorbach Street  
St. Paul, Alaska 99660

To Mr. Zavadil,

This letter is to inform you of our intent to assist the City of St. Paul in receiving 911 calls routed into the Alaska State Troopers North Operations Center. We understand that following the closure of the Bering Sea Snow Crab fishery, the City's police department and dispatch center are no longer staffed. We understand that efforts to contract dispatch services from another agency have not been successful.

We will provide the following services:

- Answer and process incoming 911 calls from City residents in accordance with the same established prioritization procedures as for all other incoming 911 calls.
- Dispatch law enforcement emergencies to State Troopers in accordance with established prioritization, standby, and call out procedures.
- Transfer 911 callers who are reporting fire or medical emergencies to the designated fire or medical/EMS contact utilizing a warm transfer. All reasonable attempts to connect callers to the appropriate resource will be made by Center employees.
  - If such attempts are unsuccessful, Center employees may engage callers in problem-solving to reach the appropriate City resource.
- Notify the City should the Center's ability to receive 911 calls be impacted due to technical failure or network outage, natural disaster, or other unforeseen circumstance.
  - For automated notification, the City may choose to sign up for tip notifications distributed via tip411, which include information about 911 outages.

We require the City do the following:

- Route 911 lines via the City's call processing equipment to 844-451-5138.
- Notify the Center of any planned or unplanned (upon discovery) wireless, landline, or network outage that would impact calling between City residents and the Center and an alternate means to contact City personnel, if possible and available. Notification should be sent to [dispatch.fairbanks@alaska.gov](mailto:dispatch.fairbanks@alaska.gov).
- Provide City residents with a direct contact for fire and medical/EMS personnel who will respond to or triage fire and medical emergencies.

- Provide the Center a roster of personnel and primary contact information for fire, medical, EMS, and Search and Rescue resources (the St. Paul Island Volunteer Fire Department Roster). Provide updates to the Center as personnel changes occur.

Points of concern regarding Center employee conduct as it pertains to this agreement may be referred directly by City employees to the center manager, Rhonda Phillips, at [rhonda.phillips@alaska.gov](mailto:rhonda.phillips@alaska.gov). Complaints or concerns from any City resident for any reason are welcome and will be received by any Center employee. Such complaints may be referred back to the City for resolution with the resident if it is determined that the issue is not contrary to this agreement.

This agreement may be discontinued at any time by the City. Requests for changes to the agreement can be submitted to Erika Bishop at [erika.bishop@alaska.gov](mailto:erika.bishop@alaska.gov). Should we require any changes to this agreement, we will reach out for further discussion of our concerns and attempt to seek a mutual resolution.

We are committed to providing exceptional service to all of our callers, and St. Paul is no exception.

Thank you,



Erika Bishop  
Statewide Dispatch Program Coordinator