



# Grant Application



## Background Information

### 1.0 PSAP INFORMATION:

PSAP Name: DPS/Cedar Communications Center      Date of Application: 09/20/2016

911 Calls per day: 42      Call Taker Positions: 4

Non-emergency/Administrative Calls/day: 137

PSAP Contact Person: Linda Petty      Email: lpetty@utah.gov

Address: 2130 N. Main      Phone: (435) 867-7552

Fax: (435) 867-7554

City: Cedar City      ZIP: 84721

2.0 This PSAP is within a county of the third class. (Iron County)

### 3.0 COSTS/COMPONENTS

State the total amount of this project: \$26,662.72

Describe the Component(s) of this Application:

Component	Description	Cost
Equipment:		\$
Software:		\$
Maintenance:	7 year maintenance (includes Century Link & Airbus Support)	\$26,662.72
Network:		\$
Services:		\$
Other:		\$
	<b>Total:</b>	\$26,662.72
	<b>Applicable Grant Match:</b>	
	<b>Total Amount Of This Request:</b>	\$26,662.72



# Grant Application



## 4.0 Current Status of 911 Service

Previous Grant/s Awarded: (date and amount of award, disposition i.e. completed, abandoned, balance remaining of previous grant, etc.)

<b>April 15, 2010 Grant Request</b>	<b>\$257,008.58</b>
<b>10% Match</b>	<b><u>\$ 28,556.50</u></b>
<b>Grand Total</b>	<b>\$285,565.08</b>

**Completed / paid in full**

**May 20, 2015 Grant Request \$26,662.72**

**6 year maintenance - No match**

**Completed / paid in full**

**Sept. 20, 2016 Grant Request \$26,662.72**

**7 year maintenance – No match**

**Pending approval**

Current 911 Revenue (annual): **\$293,429**

Current 911 Fund Balance: **\$630,102**

Current 911 Expenditures: **\$294,156**

- Equipment lease/purchase (annual): \$
- Equipment Maintenance (annual)
- Network and Data Base: (if multiple companies, list each separately by name and amount.)
  - Telephone Company 1 (annual): **\$82,829 Century Link**
  - Telephone Company 2 (annual): **\$ 2,857 South Central**
  - Telephone Company 3 (annual): \$
- Other (annual): **\$206,864**
  - \$185,000 Dispatch Contract
  - \$ 1,000 CME Training,
  - \$ 16,534 MSAG Coordinator wages/benefits
  - \$ 4,330 Priority Dispatch Pro QA software maintenance

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# Grant Application



## 5.0 Proposed Project and Rationale

List the goals and objectives of this grant application:

DPS/Cedar Communications Center is the consolidated PSAP for Iron County. The current equipment, Sentinel Patriot was installed in 2010 and has effectively reached end of life and the maintenance agreement expires October 13, 2016.

The goal of this grant application is to purchase seven (7) year maintenance while a quote to upgrade existing equipment can be provided. This will be determined on the time line for the new Public Safety Building planned in 2017. Anticipated completion is July 17, 2017. Any unused portion of the 7<sup>th</sup> year maintenance will be refunded.

### Describe the proposed project time line:

09/20/2016: submit a grant request to upgrade existing system to coincide with the move in to the new Public Safety Building scheduled for completion July 2017.

### Describe how this project will further the goals and objectives of the PSAP:

To enhance the quality of service, keep the existing equipment operational until a new telephone system is purchased.

### Additional Information

The Utah 911 Advisory Committee requests that you submit the following additional information with this grant application:

- ECaTs Reports – Please attach to this grant application the following reports (based on 911 calls for the last 12 months):
  - Annual Call Summary Report (911 only)
  - Top 20 Busiest Hours Report
  - Initial Station Total Calls Report
  - Trunk Usage
    - Circuit Utilization Report
    - Trunk Group Utilization Report
- PSAP Information:



# Grant Application



- Staffing:
  - Current FTEs: **15**
  - Pending or Planned Increase to FTEs: **3**
  - Part-Time staff: **4**
  - List your authorized maximum and minimum staffing levels:  
MAXIMUM: **4**                      MINIMUM: **3**
  
- Consoles:
  - Existing fixed Call Taking capable consoles: **4**
  - If this application includes a request to increase number of consoles, please indicate how many:
  
- Backup Center:
  - Do you have a Backup Center?      YES                      **NO X**
    - If yes, list your existing fixed call taking capable consoles:  
**(SGPD backup center can be used if necessary)**
  
- PSAP Equipment:

Please provide any additional information concerning your PSAP equipment that may be related to this grant application:

**Please note that based on the information included in this grant application you may be required to provide additional justification.**



# Grant Application



## Terms and Conditions

By signing the application below, the PSAP agrees to the following terms and conditions:

1. The PSAP agrees to comply with all:
  - a. requirements in Title 63H, Chapter 7a, Part 3; and Title 69, Chapter 2 of the Utah Code;
  - b. applicable rules and policies regarding the expenditure of grant funds; and
  - c. State of Utah purchasing and procurement requirements.
2. The PSAP assumes all responsibility for implementation of the above-described project, including the procurement of goods and services.
3. Upon request, the PSAP agrees to report to the Utah Communications Authority regarding the status of the project.
4. If the PSAP has not submitted an invoice for reimbursement of project costs, along with supporting documentation, to the Utah Communications Authority within one year from the date the grant was awarded, the grant may be terminated and all funds will be de-obligated.
5. The PSAP agrees that the grant shall only be used for the purposes specified herein. Any equipment acquired with money from the grant and not used for the purpose identified herein shall within 30 days of its non-compliant use revert back to the Utah Communications Authority with no encumbrance thereupon by the PSAP, save the local share actually contributed by the PSAP.
6. Where the PSAP and its partnering agencies maintain digital mapping (GIS) data resources depicting streets and their address ranges, address point, and common place points, this GIS data will be stored and maintained in a manner that is compatible with statewide standards stewarded by AGRC. The PSAP agrees to work with AGRC to ensure that these GIS data resources are kept current for regional and statewide applications including: address locators, route/milepost locators, place/name locators and base map services. The PSAP shall refer any questions or issues regarding the use of GIS, GPS, and other mapping technologies to the AGRC.
7. Breaches of any of the terms or conditions of the Grant Application and Agreement may result in de-obligation of funds and/or imposition liquidated damages against the PSAP.
8. The PSAP agrees to participate in the statewide 911 data management system (ECaTS) sponsored by the Utah Communications Authority.
9. The PSAP acknowledges that the Utah Communications Authority cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the 911 fund is reduced or not provided, the Utah Communications Authority may terminate this contract or proportionately reduce the amount obligated under the grant upon 30 days written notice. If funds are not appropriated or are reduced, the Utah Communications Authority will reimburse the PSAP for products delivered or services performed through the date of cancellation or reduction, and the Utah Communications Authority will not be liable for any future commitments, penalties, or liquidated damages.



# Grant Application



- 10. In situations where a project is completed and there are unspent grant funds left over, those funds shall be automatically de-obligated within one year of the approval of the original grant.
- 11. In cases of extenuating circumstances, a PSAP may request, in writing, an extension to the de-obligation rule.
- 12. Where applicable, PSAPs shall provide evidence from the Bureau of Emergency Medical Services (BEMS) that they are a Designated Emergency Medical Dispatch Center.

Authorized PSAP Signature *[Signature]* Date: 9/12/16

## RECOMMENDATION FOR APPROVAL

Program Manager, 911 Division:

*[Signature]* Date 09/20/16  
Eric N. Parry, ENP

911 Advisory Committee Chair Signature:

*[Signature]* Date 09/20/16  
Karl Kuehn

## APPROVAL

By the signature below, the Utah Communications Authority hereby agrees to provide the funds described herein to the PSAP from the Unified Statewide 911 Emergency Service Account established in Section 63H-7a-304.

Utah Communications Authority Signature:

*[Signature]* Date 09/30/16

## General Information

DPS/Cedar Communications Center

2130 N Main

Cedar City, 84720

County: Iron

Years:

2015 - 2016

Agency Affiliation

Emergency Communications

Report Date: 09/13/2016 18:22:47

Report Date From: 09/01/2015

Report Date To: 08/31/2016

### General Information

**9-1-1 Calls Per Day: 42**

**Non-emergency/Administrative Calls per Day: 137**

# Call Summary

DPS/Cedar Communications Center

2130 N Main

Cedar City, 84720

County: Iron

Report Date: 09/13/2016 18:22:47

Report Date From: 09/01/2015

Report Date To: 08/31/2016

Years: 2015 - 2016

Agency Affiliation: Emergency Communications

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
September 2015	1306	57	0	1363	4.18%	0	0	0	0	0	1791	4016	29	0	5836	7199	99.0
October 2015	1209	56	0	1265	4.43%	0	0	0	0	0	1834	3922	41	0	5797	7062	95.5
November 2015	1130	62	0	1192	5.20%	0	0	0	0	0	1880	3946	62	0	5888	7080	90.5
December 2015	1123	43	0	1166	3.69%	0	0	0	0	0	2007	4030	63	0	6100	7266	94.9
January 2016	986	51	0	1037	4.92%	0	0	0	0	0	1861	3778	65	0	5704	6741	93.3
February 2016	962	46	0	1008	4.56%	0	0	0	0	0	1643	3937	63	0	5643	6651	92.3
March 2016	1209	60	0	1269	4.73%	0	0	0	0	0	1810	4401	76	0	6287	7556	94.1
April 2016	1274	55	0	1329	4.14%	0	0	0	0	0	1855	4105	66	0	6026	7355	94.0
May 2016	1202	63	0	1265	4.98%	0	0	0	0	0	1794	3980	83	0	5857	7122	94.1
June 2016	1456	60	0	1516	3.96%	0	0	0	0	0	1945	4388	287	0	6620	8136	99.1
July 2016	1536	63	0	1599	3.94%	0	0	0	0	0	2057	4426	83	0	6566	8165	106.9
August 2016	1360	56	0	1416	3.95%	0	0	0	0	0	1824	4336	70	0	6230	7646	100.8
<b>PSAP Totals</b>	<b>14753</b>	<b>672</b>	<b>0</b>	<b>15425</b>	<b>4.36%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22301</b>	<b>49265</b>	<b>988</b>	<b>0</b>	<b>72554</b>	<b>87979</b>	<b>96.4</b>

# Initial Station Total Calls

DPS/Cedar Communications Center

2130 N Main

Cedar City, 84720

County: Iron

Report Date: 09/13/2016 18:22:47

Report Date From: 09/01/2015

Report Date To: 08/31/2016

Years: 2015 - 2016

Agency Affiliation: Emergency Communications

Hour	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Station Not Available	22	22	13	23	11	7	9	24	66	107	112	111	125	138	142	127	136	73	87	69	67	82	32	55	1660
Station Console 1	344	260	222	151	148	200	445	635	689	831	939	1079	992	965	991	1099	1093	1219	1174	1023	855	753	663	487	17257
Station Console 2	311	235	177	129	168	184	228	406	663	796	901	901	933	983	957	959	907	960	1032	894	775	758	586	457	15300
Station Console 3	221	140	99	95	86	184	351	489	656	832	898	921	961	1076	979	1069	1098	1029	840	787	660	591	430	287	14779
Station Console 4	281	223	159	120	92	128	211	350	881	1009	1062	1141	1104	1192	1248	1208	1197	1241	909	747	649	624	503	403	16682
<b>Total</b>	<b>1179</b>	<b>880</b>	<b>670</b>	<b>518</b>	<b>505</b>	<b>703</b>	<b>1244</b>	<b>1904</b>	<b>2955</b>	<b>3575</b>	<b>3912</b>	<b>4153</b>	<b>4115</b>	<b>4354</b>	<b>4317</b>	<b>4462</b>	<b>4431</b>	<b>4522</b>	<b>4042</b>	<b>3520</b>	<b>3006</b>	<b>2808</b>	<b>2214</b>	<b>1689</b>	<b>65678</b>

# Calls By Circuit

DPS/Cedar Communications Center

2130 N Main

Cedar City, 84720

County: Iron

Report Date: 09/13/2016 18:22:47

Report Date From: 09/01/2015

Report Date To: 08/31/2016

Years: 2015 - 2016

Agency Affiliation: Emergency Communications

	58600062	5869			911			Admin Outbound	BHMO	CCPD	ICSO	Line Pool 1	Outbound	Outbound Admin	PPD	SLC_UHP	W911
		195	445	446	1	2	3										1
September 2015	60	16	1601	176	77	79	79	0	54	1297	631	0	0	0	184	26	226
October 2015	324	16	1370	133	70	72	69	0	65	1248	559	0	0	0	216	32	212
November 2015	288	23	1520	184	64	62	65	0	101	1134	561	0	0	0	173	24	200
December 2015	320	21	1540	189	60	63	63	0	172	1108	520	0	0	0	198	25	200
January 2016	306	14	1426	140	69	69	69	0	123	1138	506	0	0	0	152	38	168
February 2016	309	12	1474	159	68	71	72	0	106	1149	562	0	0	0	202	27	160
March 2016	296	29	1771	200	80	76	80	0	99	1180	664	0	0	0	213	25	202
April 2016	284	24	1527	158	72	73	73	0	57	1253	621	0	0	0	218	29	223
May 2016	251	27	1480	147	69	68	69	0	48	1219	649	0	0	0	211	31	216
June 2016	323	41	1662	170	80	75	71	0	59	1446	731	0	0	0	213	30	252
July 2016	309	23	1564	175	74	79	76	0	83	1490	632	0	0	0	207	26	277
August 2016	277	36	1572	202	77	81	81	0	89	1348	634	0	0	0	225	23	235
<b>Total</b>	<b>3347</b>	<b>282</b>	<b>18507</b>	<b>2033</b>	<b>860</b>	<b>868</b>	<b>867</b>	<b>0</b>	<b>1056</b>	<b>15010</b>	<b>7270</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2412</b>	<b>336</b>	<b>2571</b>

	W911				
	2	3	4	5	Total
<b>September 2015</b>	226	228	224	224	<b>5408</b>
<b>October 2015</b>	211	211	212	208	<b>5228</b>
<b>November 2015</b>	198	201	206	196	<b>5200</b>
<b>December 2015</b>	194	198	193	195	<b>5259</b>
<b>January 2016</b>	164	168	162	168	<b>4880</b>
<b>February 2016</b>	163	154	160	160	<b>5008</b>
<b>March 2016</b>	208	210	205	208	<b>5746</b>
<b>April 2016</b>	221	224	218	225	<b>5500</b>
<b>May 2016</b>	211	208	215	209	<b>5328</b>
<b>June 2016</b>	264	262	255	257	<b>6191</b>
<b>July 2016</b>	275	272	271	275	<b>6108</b>
<b>August 2016</b>	238	231	238	235	<b>5822</b>
<b>Total</b>	<b>2573</b>	<b>2567</b>	<b>2559</b>	<b>2560</b>	<b>65678</b>

# Circuit Utilization

DPS/Cedar Communications Center

2130 N Main

Cedar City, 84720

County: Iron

Years: 2015 - 2016

Agency Affiliation: Emergency Communications

Report Date: 09/13/2016 18:22:47

Report Date From: 09/01/2015

Report Date To: 08/31/2016

Trunk	Circuits Busy	Busy
58600062	1	0.915310 %
	Total circuits: 1	
5869	1	5.926119 %
	2	0.257356 %
	3	0.011811 %
	Total circuits: 3	
911	1	1.098351 %
	2	0.011403 %
	3	0.000092 %
	Total circuits: 3	
Admin Outbound	No Calls Received	N/A %
	Total circuits: 1	
BHMO	1	0.273091 %
	Total circuits: 1	
CCPD	1	5.239764 %
	Total circuits: 1	
ICSO	1	2.352560 %
	Total circuits: 1	
Line Pool 1	No Calls Received	N/A %
	Total circuits: 1	
Outbound	No Calls Received	N/A %
	Total circuits: 1	

Outbound Admin	No Calls Received	N/A %
	Total circuits: 1	
PPD	1	0.740545 %
	Total circuits: 1	
SLC_UHP	1	0.088194 %
	Total circuits: 1	
W911	1	4.898347 %
	2	0.232512 %
	3	0.020084 %
	4	0.002739 %
	5	0.000411 %
	Total circuits: 5	

**PARTICIPATING ADDENDUM  
BETWEEN  
Cedar Communications Center/State DPS  
AND  
QWEST COMMUNICATIONS COMPANY, LLC D/B/A CENTURYLINK QCC**

The undersigned hereby represents, acknowledges, and agrees as follows:

1. The undersigned represents that it is a government department, institution, agency or political subdivision (i.e., colleges, school districts, counties, cities, etc.) located in the state of Utah ("Eligible Purchaser"); and, as such, it is qualified to purchase CenturyLink Data Communications Services ("Service(s)") pursuant to the terms and conditions of the Qwest Communications Company, LLC d/b/a CenturyLink QCC, State of Utah – Statewide Contract #136401, OMR: N37737/Content ID: 414213, executed on or about June 26, 2013, by and between Qwest Communications Company, LLC d/b/a CenturyLink QCC("CenturyLink") and the State of Utah, Division of Purchasing and General Services, as amended, including its Exhibits and Attachments (hereafter the "Underlying Contract").

2. The undersigned ("Purchaser") is executing this Participating Addendum for the purpose of purchasing Service from CenturyLink pursuant to the CenturyLink Underlying Contract. Purchaser will be subject to all terms and conditions of this Participating Addendum and the Underlying Contract. Purchaser will be responsible for any and all use of Services under this Participating Addendum and the Underlying Contract, including but not limited to responsibility for payment obligations. Purchaser will be CenturyLink's customer of record for the Services provided under this Participating Addendum and the Underlying Contract.

3. **DESCRIPTION OF SERVICES.** CenturyLink will provide to Purchaser the Services as set forth in the Underlying Contract and on the Attachment 1 (if required), Service Locations, attached hereto and incorporated by reference (the "Services"). To the extent Services are tariffed, and where such terms and conditions of the CenturyLink applicable tariffs do not conflict with the Underlying Contract, the provisions of the tariff will apply and, in such cases, references in this Agreement to Service Schedule(s) will instead be deemed to refer to the applicable tariff.

4. **TERM.** This Participating Addendum is effective as of the latest signature date below ("Effective Date"). The Term for Service begins on the date Service is available to Customer, as evidenced by CenturyLink records ("Initial Term") and ends upon expiration of the last-to-expire Service ordered hereunder.

5. **PRIMARY CONTACT.** The primary Purchaser contact individual for this Participating Addendum is as follows:

Linda Petty, 2130 N Main, Cedar City Utah 84721, 435-586-9445, lpetty@utah.gov

6. This Participating Addendum and the Underlying Contract set forth the entire agreement between the parties and supersede all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Participating Addendum and the Underlying Contract will not be added to or incorporated into this Participating Addendum or the Underlying Contract, by any subsequent purchase order or otherwise and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Participating Addendum and the Underlying Contract will prevail and govern in the case of any such inconsistent or additional terms.

IN WITNESS WHEREOF, the parties have executed this Participating Addendum as of the date of execution by both parties below.

**CUSTOMER: CEDAR COMMUNICATIONS CENTER**

**Qwest Communications Company, LLC d/b/a  
CenturyLink QCC**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name Typed or Printed

\_\_\_\_\_  
Name Typed or Printed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Address for Notices:

Address for Notices:  
CenturyLink  
1801 California Street, 9<sup>th</sup> Floor  
Denver, Colorado 80202  
Attn: Legal Department

**ATTACHMENT ONE TO THE  
PARTICIPATING ADDENDUM BETWEEN  
Cedar Communications Center/State DPS  
AND  
QWEST COMMUNICATIONS COMPANY, LLC D/B/A CENTURYLINK QCC**

**ATTACHMENT 1  
CENTURYLINK NEXT GENERATION 9-1-1 SERVICE**

**PSAP INFORMATION: Cedar Communications Center/State DPS**

**SERVICE LOCATION: 2130 N Main, Cedar City Utah 84721**

**BILLING NUMBER: 435-586-9445**

