



PUBLIC NOTICE OF

The Meeting of the Utah Communications Authority Board

Tuesday, June 28, 2016, Time: 10:00 AM – 3:00 PM

Location: Miller Conference Center

9570 S 300 W Sandy, UT 84070

AGENDA

WEBX: <https://stateofutah-2.conferencinghub.com/CenturylinkWeb/EricParry>

After connections choose: "ENTER AS GUEST"

Telephone Bridge: 877-820-7831; PIN: 417860#

Agenda –

1. Welcome
2. First Net Update – *First Net Staff*

Lunch Break 12:00 PM – 1:00 PM

3. Administrative Division
 - a. Administrative Review Update – *Mike Mathieu & Bryan Low*
 - b. Budget Report
 - c. Audit Committee Report – *Bryan Low*
 - d. Recruitment Committee Update – *Jeff Winterton*
 - e. Executive Board Committee Update – *Tom Ross*
 - f. Advisory Committees Committee Update – *Tom Kuhlman*
4. Radio Division
 - a. Current Project Update – *Jake Hunt*
 - b. One Time Money – *Tina Mathieu*
 - c. Study as mandated in 63H-7a-404 (1) (ii) – *Tina Mathieu*
 - d. Upcoming Projects Review and Decision – *Jake Hunt & Tina Mathieu*
 - e. Software Program Review and Decision - *Jake Hunt*
 - f. Dispatch Radio Consoles Committee Update – *Mike Rapich*
5. 9-1-1 Division
 - a. PSAP Grants –
 - i. Grand County – 6th Year Maintenance
 - b. 911 Advisory Committee Appointment Recommendations and Confirmations
 - c. Statewide Audit
6. Next Meeting – July 26, 2016

Utah Communications Authority
COMPILED FINANCIAL STATEMENTS
April 30, 2016

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HEB Certified Public Accountants

HEB Business Solutions

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Salt Lake City, Utah 84101
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Accountant's Compilation Report

Executive Committee and Audit Committee
Utah Communications Authority .
West Valley City, Utah

Management is responsible for the accompanying financial statements of the business-type activities, each major fund of the Utah Communications Authority (UCA), Utah, as of and for the ten-month period ended April 30, 2016, which collectively comprise UCA's basic financial statements as listed in the table of contents, in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all of the disclosures required by accounting principles generally accepted in the United States of America. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about UCA's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent in respect to the Utah Communications Authority.

A handwritten signature in black ink, appearing to read 'A. E. B.', followed by a colon and another signature.

Salt Lake City, Utah
June 10, 2016

Utah Communications Authority
Statement of Net Position
April 30, 2016

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ASSETS

Current Assets

Cash	\$ 26,242,616
Accounts Receivable	1,815,281
Inventory	177,338
Prepaid Expenses	36,569

Total Current Assets 28,271,804

Non-Current Assets

Prepaid Expenses	211,497
Net Pension Asset	196

Capital Assets

Construction-In-Progress	1,085,954
Office Equipment	243,826
Land	16,571
Leasehold Improvements	221,523
Buildings/Towers	7,686,642
Operating Equipment	48,300,152
Software	177,884
Vehicles	1,075,987
Accumulated Depreciation	(44,682,351)
Net Capital Assets	<u>14,126,188</u>

Total Non-Current Assets 14,337,881

Total Assets 42,609,685

Deferred Outflows of Resources

Deferred Outflows of Resources Relating to Pensions	<u>180,177</u>
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Total Deferred Outflows of Resources 180,177

Total Assets and Deferred Outflows of Resources \$ 42,789,862

Unaudited

Utah Communications Authority
Statement of Net Position (Continued)
April 30, 2016

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Liabilities

Current Liabilities

Accounts Payable	\$ 779,257
Payroll Liabilities	112,705
Unearned Income	172,283
Capital Lease Obligations	48,920
Compensated Absences	65,948
Total Current Liabilities	<u>1,392,999</u>

Long-Term Liabilities

Unearned Income	136,979
State Appropriations	13,168,933
Capital Lease Obligations	85,336
Note Payable	855,545
Compensated Absences	422,120
Post-Employment Benefits	241,223
Net Pension Liability	869,207
Total Non-Current Liabilities	<u>15,779,343</u>

Total Liabilities 17,172,342

Deferred Inflows of Resources

Deferred inflows of resources related to pensions 81,063

Total Deferred Inflows of Resources 81,063

Net Position

Net investment in capital assets 12,922,501
Unrestricted 12,613,956

Total Net Position 25,536,457

**Total Liabilities, Deferred Inflows of Resources,
and Net Position** \$ 42,789,862

Unaudited

Utah Communications Authority
Statement of Revenues, Expenses, and Changes in Net Position
For the Ten Month Period Ended April 30, 2016

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	April 2016	July 2015 - April 2016
Operating Revenues		
Maintenance Fees	\$ 10,764	\$ 81,378
Microwave Circuit Fees	98,876	967,223
Radio Service Fees	682,052	5,605,372
Rental Income	129,776	332,828
Shop Fees	(12)	102,494
Omni-link Maintenance Fees	162,500	650,000
Statewide Interoperability Coordination Fees	27,500	110,000
Restricted Account Receipts	-	372,560
Other	30	285
Gross Revenues	<u>1,111,486</u>	<u>8,222,140</u>
Cost of Goods Sold	<u>(4,034)</u>	<u>(74,505)</u>
Total Operating Revenues	<u>1,107,452</u>	<u>8,147,635</u>
Operating Expenses		
Administrative Costs	13,488	192,987
Depreciation Expense	331,119	2,805,490
Insurance	3,476	91,206
Maintenance	97,951	665,056
Outside Services	40,798	516,655
Payroll Expenses	247,553	2,341,823
Professional Fees	76,826	290,464
Rents and Leases	14,974	397,812
Travel	8,426	45,211
Utilities	48,100	430,913
Restricted Account Grant Disbursements	328,052	824,410
Total Operating Expenses	<u>1,210,763</u>	<u>8,602,027</u>
Net Operating Loss	<u>(103,311)</u>	<u>(454,392)</u>

Unaudited

Utah Communications Authority
 Statements of Revenues, Expenses, and Changes in Net Position (Continued)
 For the Ten Month Period Ended April 30, 2016

	<u>April 2016</u>	<u>July 2015 - April 2016</u>
Non-Operating Revenues (Expenses)		
Interest income	17,756	98,628
Interest expense	2,627	(5,864)
Federal Grants	-	142,741
State Appropriations	-	837,867
Total Non-Operating Revenues (Expenses)	<u>20,383</u>	<u>1,073,372</u>
Change in Net Position	(82,928)	618,980
Net Position - Beginning of Year	<u>25,619,385</u>	<u>24,917,477</u>
Net Position - End of Year	<u>\$ 25,536,457</u>	<u>\$ 25,536,457</u>

Unaudited

Utah Communications Authority
 Statements of Cash Flows
 For the Ten Month Period Ended April 30, 2016

	April 2016	July 2015 - April 2016
Cash Flows From Operating Activities		
Receipts from customers and other sources	\$ 698,687	\$ 7,456,661
Receipts from State 911 Programs	126,376	1,077,223
Payments to suppliers	(223,699)	(2,155,516)
State 911 Program Grants	(10,113)	(824,410)
Payments for employee services and benefits	(172,732)	(2,448,373)
Net Cash From Operating Activities	<u>418,519</u>	<u>3,105,585</u>
Cash Flows From Non-Capital Financing Activities		
Receipts from state appropriations	-	14,006,800
Receipts from federal grants	-	172,360
Net Cash Provided By Non-Capital Financing Activities	<u>-</u>	<u>14,179,160</u>
Cash Flows From Capital and Related Financing Activities		
Principal paid on financing	-	(213,886)
Principal paid on capital lease obligations	-	(23,076)
Acquisition and construction of capital assets	(70,796)	(767,139)
Interest paid	-	(8,491)
Net Cash Used In Capital and Related Financing Activities	<u>(70,796)</u>	<u>(1,012,592)</u>

Utah Communications Authority
 Statements of Cash Flows (Continued)
 For the Ten Month Period Ended April 30, 2016

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	<u>April 2016</u>	<u>July 2015 - April 2016</u>
Cash Flows From Investing Activities		
Receipts of interest from investments	17,859	98,627
Net Cash From Investing Activities	<u>17,859</u>	<u>98,627</u>
Net Increase in Cash	365,582	16,370,780
Cash, Beginning of Year	<u>25,877,034</u>	<u>9,871,836</u>
Cash, End of Year	<u>\$ 26,242,616</u>	<u>\$ 26,242,616</u>
Reconciliation of Net Operating Income (Loss) to Net Cash Provided (Used) by Operating Activities		
Net Operating Loss	\$ (103,311)	\$ (454,392)
Adjustments to reconcile loss from operations to net cash used in operating activities:		
Depreciation	331,119	2,805,490
(Increase) decrease in assets:		
Customer accounts receivable	(20,181)	859,793
Inventory	(12,760)	(90,433)
Prepaid items	3,048	77,052
Increase (decrease) in liabilities:		
Accounts payable	412,025	562,674
Accrued liabilities	74,821	(106,550)
Unearned income	(266,242)	(548,049)
Net Cash Used In Operating Activities	<u>\$ 418,519</u>	<u>\$ 3,105,585</u>

Unaudited

Utah Communications Authority
 Budget to Actual
 For the 10 Month Period Ended April 30, 2016

	Pro-Rated Budget Ten Months	Actual	Difference
Revenue:			
Maintenance Fees	\$ 78,750	\$ 81,378	\$ 2,628
Microwave Circuit Fees	987,500	967,223	(20,277)
Radio Service Fees	5,487,013	5,605,372	118,359
Rentals Income	213,333	332,828	119,495
Shop Fees	223,333	102,494	(120,839)
Ominlink Support Fees	541,667	650,000	108,333
Statewide Interoperability Coordination Fees	91,667	110,000	18,333
Utah Appropriation	1,250,000	837,867	(412,133)
911 Restricted Account Receipts	6,602,164	372,560	(6,229,604)
Other	7,083	285	(6,798)
Total Revenue	<u>15,482,511</u>	<u>9,060,007</u>	<u>(6,422,504)</u>
Cost of Good Sold	<u>151,667</u>	<u>74,505</u>	<u>77,162</u>
Administrative Costs			
Communications:			
Internet	29,167	25,057	4,110
Cellular Phone Service	25,000	24,017	983
Cable TV Service	1,250	(4)	1,254
Telephone and Long-Distance	52,000	51,789	211
Bank Fees	833	2,420	(1,587)
Office Supplies	16,667	31,390	(14,723)
Miscellaneous Expenses:			
Dues/Subscriptions	833	1,886	(1,053)
Meetings	2,083	4,550	(2,467)
Printing/Reproduction	833	-	833
Gifts	417	593	(176)
Recruiting	417	-	417
Other			
Office Equipment < \$1000	21,667	17,532	4,135
Office Furniture < \$1000	1,667	248	1,419
Software < \$1000	1,250	8,262	(7,012)
Postage and Freight	4,583	6,251	(1,668)
Web Site	417	2,690	(2,273)
Training	4,167	12,885	(8,718)
Total Administrative Costs	<u>163,250</u>	<u>189,566</u>	<u>(26,316)</u>

Unaudited

Utah Communications Authority
 Budget to Actual
 For the 10 Month Period Ended April 30, 2016

	Pro-Rated Budget Ten Months	Actual	Difference
Insurance			
Liability Insurance	10,000	9,208	792
Property Insurance	35,000	44,328	(9,328)
Auto Insurance	3,333	3,985	(652)
Workers Compensation Insurance	39,167	33,685	5,482
Total Insurance	<u>87,500</u>	<u>91,206</u>	<u>(3,706)</u>
Maintenance/Repairs			
Sites and Buildings			
150 System	75,000	33,170	41,830
800 System	220,833	42,182	178,651
Building Maintenance	4,167	1,250	2,917
Frequency Coordination	4,167	1,339	2,828
Microwave System	91,667	140,749	(49,082)
Office Equipment	2,667	4,821	(2,154)
Shop Supplies	12,500	23,586	(11,086)
Site Maintenance	137,500	184,902	(47,402)
Hardware			
Software Maintenance	25,000	26,527	(1,527)
Storage	10,000	8,675	1,325
Tools < \$5000	16,667	17,911	(1,244)
Trash Removal	3,750	3,821	(71)
Utah County Maint Agreement	145,000	90,727	54,273
Vehicles Expenses	104,167	85,392	18,775
Total Maintenance	<u>853,083</u>	<u>665,052</u>	<u>188,031</u>
Outside Services			
Consultants	104,167	44,927	59,240
System Study	1,250,000	400,096	849,904
Other	25,000	13,454	11,546
Total Outside Services	<u>1,379,167</u>	<u>458,477</u>	<u>920,690</u>
Personnel Costs			
Payroll and Benefits	2,278,262	2,305,138	(26,876)
Auto Allowance	13,000	11,685	1,315
Total Personnel Costs	<u>2,291,262</u>	<u>2,316,823</u>	<u>(25,561)</u>

Utah Communications Authority
 Budget to Actual
 For the 10 Month Period Ended April 30, 2016

	Pro-Rated Budget Ten Months	Actual	Difference
Professional Fees			
Legal	62,500	147,755	(85,255)
Accounting	112,500	127,987	(15,487)
Auditing	12,500	14,722	(2,222)
Total Professional Fees	<u>187,500</u>	<u>290,464</u>	<u>(102,964)</u>
Rents/Leases			
Equipment Leases	23,333	20,082	3,251
Frequency Usage	6,667	6,667	(0)
Site/Towers/Offices	405,000	371,063	33,937
Total Rents/Leases	<u>435,000</u>	<u>397,812</u>	<u>37,188</u>
Travel	<u>50,000</u>	<u>45,211</u>	<u>4,789</u>
Utilities			
Power	183,333	170,403	12,930
Gas	4,167	4,204	(37)
Water	833	1,267	(434)
Microwave Circuit Charges	18,000	20,828	(2,828)
911 Connectivity	-	202,583	(202,583)
Omnalink Circuits	80,000	31,628	48,372
Total Utilities	<u>286,333</u>	<u>430,913</u>	<u>(144,580)</u>
Interest Expense			
Debt Service Interest	-	-	-
Capital Lease Interest	8,167	5,864	2,303
Total Interest Expense	<u>8,167</u>	<u>5,864</u>	<u>2,303</u>
Total Budgeted Expenses	<u>5,741,262</u>	<u>4,891,388</u>	<u>849,874</u>
Other Expenses			
Cost of Goods Sold		74,505	
State			
911 CAD Fund Grants		97,141	
E-911 Grants		409,047	
FirstNet Coordination		58,178	
		<u>638,871</u>	

Infrastructure Replacement Costs 2016

Replacement Description	Qty	Cost/Item	Total Cost	Notes
DVM Microwave path	38	\$35,000.00	\$1,330,000	We acquired this system from the State in 2014. It was end of life 7 years ago. The equipment is no longer supported by the vendor. Majority of these microwave radios stem from Carbon County and extend through San Juan County. There are some in Box Elder, Weber, Cache Salt Lake and Tooele Counties. This system was acquired from the State in 2014.
Megastar Microwave path	31	\$35,000.00	\$1,085,000	Similar situation as the DVM microwave, just not as old.
Master III Radio	103	\$5,500.00	\$566,500	Upgrading the majority of the VHF repeaters in the state. The radios have been in service for upwards of 18 years. The radios are past end of life and the techs are either out of spare parts or near being out of spares. Some of the most common repairs cost nearly 1/2 of what a new repeater costs. (This system was acquired from the State in 2014)
Master III Radio (Solar Site)	15	\$9,850.00	\$147,750	
Alarm Monitoring Systems	1	\$85,000.00	\$85,000	We have two separate monitoring systems (one acquired from DTS - that is full and cannot add additional devices to it & one from UCAN)
Badger Alarms	50	\$4,000.00	\$200,000	Monitors all site alarms, equipment failure alarms, signal failing alarms. Old technology that is not supported anymore - telephone line style box. When these break, we are replacing with GPS Telecom box (updated technology). A piece of the alarm monitoring system.
Building	3	\$63,000.00	\$189,000	Solar bldg at East Park and a solar bldg bookcliffs and one other. Not including the hwy 89 project
Replacement tower at Wood Hill	1	\$65,000.00	\$65,000	When this was installed nearly 20 years ago, it was installed incorrectly. There is significant rust and insufficient leg support. We will try to work with Carbon County to see if they will share some of the expenses. This site was acquired from the State in 2014.
Generator	5	\$20,000.00	\$100,000	
Transfer Panel	5	\$3,000.00	\$15,000	
Battery Bank	3	\$15,000.00	\$45,000	
Battery Charger	2	\$5,000.00	\$10,000	
1000 Gallon Propane Tank	2	\$2,200.00	\$4,400	Time to replace. Older equipment needing to be replaced.
500 Gallon Propane Tank	1	\$1,100.00	\$1,100	
Total Project			\$3,843,750	
Priority Needs			\$2,109,250	(\$1,734,500 remaining that needs replacement)

MCM Technology, LLC
 3510 Vann Road, Suite 105
 Birmingham, AL 35235
 (205) 655-8949



This quote is intended exclusively for the Project and Licensee stated below

Proposed to:

Utah Communications Authority

Proposal Date: 5/13/16

Proposal Expiration: 6/30/16

Channel Contact(s): N/A

MCM Rep: PF

Quote #: QBCS050316-pf

Licensee:

Utah Communications Authority

License Key: LN426624-24250342551

Software Applications

		Qty	Non-Published List Price	Cost for Current Opportunity
<u>Perpetual Licensing:</u>				
MCM403CA-P	CommASSET 360 - Perpetual	1	\$ 19,497.56	\$ 15,598.05
MCM403SL	User/Seat License - Perpetual	5	\$ 7,500.00	\$ 6,000.00
MCM403OA-ID	Radio ID Mgmt - Perpetual	1	\$ 5,695.00	\$ 4,556.00
MCM403OA-IB	Genesis ii-B Integration Application/Interface - Perpetual	1	\$ 25,000.00	\$ 21,995.00
MCM403OA-WA	Web Asset Manager - Perpetual	1	\$ 6,995.00	\$ 5,596.00
MCM403OA-WF	Workflow Alerts Module - Perpetual	1	\$ 5,495.00	\$ 4,396.00
Total Perpetual Software Fees:			\$ 70,182.56	\$ 58,141.05
MCM409PS-PO4	Initial Period Support & Maintenance (As a Percent of Software Costs):	20%	\$ 14,036.51	\$ 10,465.39
<u>PROFESSIONAL SERVICE BUNDLES *</u>				
MCM401CAPSB	CommASSET Prof Svcs Installation Bundle	1	\$ 29,099.00	\$ 23,279.20
MCM401PS-ID	Prof Services for Radio ID Mgmt Installation	1	\$ 2,650.00	\$ 2,120.00
MCM401PS-WF	Prof Service Bundle for Alerts Mod w/ Stock Triggers	1	\$ 3,671.56	\$ 2,937.25
Total Professional Service Bundles:			\$ 38,263.06	\$ 30,610.45
Credit for previous software purchase from MCM Technology in 2005:				\$ (24,995.00)
TOTAL YEAR-ONE COSTS:			USD 122,482.14	USD 74,221.89

** Year Two Support & Maintenance (includes hosting, if applicable)

\$ 14,597.97	\$ 10,884.00
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All Pricing is quoted in US Dollars. Taxes are not included in pricing, and would be additional, if applicable, and would be the obligation of the customer.

** Support & Maintenance (and/or subscription license, if applicable) shall be renewable annually for any number of 12 month terms. The annual renewal rate shall be determined based upon the prevailing rates at the time of the renewal. At no time shall the renewal rate increase more than 5% over the prior year's rate. The full year's renewal fees are prepaid and are due and payable at the time of the renewal. Support & Maintenance includes: technical support regarding software questions; guidance regarding operational interactions; release updates to existing modules; patches & fixes; and new enhancements.
 Year 2 of this quote represents a price increase of 4.0%

* Professional Services Bundles include any number of the "non-bundled" Professional Services listed above, including those necessary for the implementation of the purchased Software Applications.



GS-35F-0475Y - April 2015

For:	UCA 911	Attn.:	Jake Hunt
Quotation Date:	5/13/2016	Via:	Email
Valid Until:	7/12/2016	Info:	jhunt@uca911.org
Quote #:	UCA05132016	By:	KMC

This Quote is For:

- GW3 OTA for 3600
- GW3 OTA for P25
- GEnSAC
- GW3-ATIA
- Additional ASTRO Enhancements
- GADI
- TRIO
- Software Customization
- Professional Services

Quotation Summary

Software and Support	48,186.40
Hardware	0.00
1 Additional Year of Support	
Training and Installation	8,592.00
Shipping	0.00
Total	56,778.40

NOTES:



For: UCA 911	Attn:
Date: 5/13/2016	Via: <i>Email</i>
Valid Until: 7/12/2016	Contact Info:
Quote #: UCA05132016	

TITLE	Genesis PART #	DESCRIPTION	QUAN	EACH	EXTENDED
GenWatch3 ATIA Optional Features					
Genesis Provisioning Portal for ASTRO® 25	GenIIB-PROV	The Genesis PMI Enhancement makes it possible for simple remote provisioning on the Motorola Provisioning Manager Interface and synchronization with third party asset management and accounting software (with GENIIB) **NOTE: THIS DOES NOT INCLUDE ANY POSSIBLE MOTOROLA FEES THAT MIGHT BE NECESSARY TO ACTIVATE THE UCS PROVISIONING FEATURE IN THE SWITCH.	1	33,249.37	33,249.37
Genesis Interoperability Information Broker	GenIIB	GenIIB includes a programming API that can be used by third party external devices or software programs to pull live or stored information from the Genesis Databases and push customer driven information or instructions back to those systems and back into the database as well.	1	24,937.03	24,937.03
Timing Incentive (If PO is received by June 30, 2016)					-10,000.00
TOTAL OF SOFTWARE					48,186.40
Other Services					
INSTALLATION and TRAINING	GG/GW3-INST	On Site - Installation and Integration for PMI Enhancement and GenIIB with MCM Software (1) Genesis representative on site for 3 days. Includes all travel expenses	1	8,592.00	8,592.00
CUSTOMER TOTAL					56,778.40



LifeCycle 360^o Solutions: Business Case

Executive Summary:

LifeCycle 360^o Solutions offered by MCM Technology are the leading software solutions for Asset & Service Management in the Public Sector, Land Mobile Radio & Communications industry. This unique product line is being utilized in more than 150 Public Sector Communications organizations across North America today. MCM's dedication to this industry has allowed us to develop solutions that tailor to the specific day-to-day needs of managing a complex radio system. The proposed CommSHOP 360^o Solution (part of the LifeCycle 360^o Suite) allows for detailed infrastructure and subscriber tracking, configuration management, repair/service history, parts inventory tracking, and billing – it's the perfect operational tool to allow the user to be fully accountable and in full control of their mission critical equipment.

The following information will focus on:

- ✓ Provide an overview of the CommSHOP 360^o™ Solution
- ✓ Explain the implementation methodology for this solution
- ✓ Highlight justification points as a business case for executive review
- ✓ Provide sample return on investment analysis

CommSHOP 360^o™ System Overview

The CommSHOP 360^o™ Application is an enterprise software solution designed to meet the unique and challenging demands of public safety / first responder networks. The solution is focused on maintaining mission critical assets; those that have very specific encryptions, complex configurations, and technical lifecycles. The core CommSHOP 360^o™ Software is made up of (7) integrated, core modules:

1. **Agency Module:** Tracks and manages the departments / locations where equipment is assigned
2. **Asset Module:** Tracks and manages all aspects of the serialized equipment
3. **Work Order module:** Provides a user friendly platform for logging time and material usage
4. **Parts Inventory Module:** Tracks and manages movement and usage of all consumable items
5. **Purchasing Module:** Captures procurement data for quick and easy financial reporting
6. **Project Management Module:** Seamlessly gathers data to better analyze material and labor use
7. **Reporting Module:** 100+ standard reports with flexible customizations in PDF or Excel output

In addition to the core modules, the following enhancement applications are offered to increase the effectiveness of how the solution is used in an operating environment:

1. **Radio ID Management** – ensuring IDs are assigned to subscribers in a controlled manner
2. **Web Suite 360^o** - Allowing remote users to have access to their asset data via the web:
 - a. **Web Asset Manager** – viewing and/or updating asset assignments & configuration
 - b. **Web Service Request Manager** – help-desk; submitting service requests electronically
3. **Workflow Alerts** – automatic alerting based on asset changes and workflow processes
4. **Mobile Asset Assistant** – bar code application for receiving, updating and transferring assets



5. **CommSHOP Mobile** – off-line mobile laptop client for recording work orders in the field.

The following paragraphs provide a bit more explanation of each of the core modules & enhancement applications (including some not listed above) within the CommSHOP 360™ Solution:

Agency Management -

The Agency Management module contains the records of all the radio system users and their respective departments, to which assets have been assigned. These agencies can be grouped to provide a hierarchy within the individual organizations. The intent of this module is to set up the agencies for data organization purposes, so that assets can be effectively tracked as they are assigned out to customers and reports can be broken out by agency / location / customer.

Asset Management -

The Asset Management module is where the records for serialized, equipment inventory are stored and maintained. This record contains identification, location, and configuration information, including but not limited to:

- Asset, Serial #
- Model, Manufacturer, Description
- Status, Class, Category
- Assigned Agency, Owner, Vehicle, Location
- Unit ID, Hex ID, Alias ID, Programming Template, Firmware, etc.
- Up to 30 custom fields
- Preventative maintenance dates / frequency
- Warranty and Maintenance status & timeframes

Work Order Management -

The work order management modules allows users to create work tickets, identify the service required and action taken, assign parts and labor services (and associated costs), and manage the work order process. Work orders are integrated to assets and agencies and provide for full service history tracking.

Parts Inventory -

The parts inventory modules stores the consumable, non-serialized inventory along with the types of labor services that may be issued to a work order for capturing time and material. This module identifies the cost of these parts and/or services, on-hand inventory quantities, re-order levels, and transaction history.

Purchase Orders –

The purchase order module allows you to create orders, receive, and replenish your parts inventory. This is directly integrated to your Parts Inventory module to allow you to manage your stock levels and track purchase history of parts.



Project Management -

The Project Management module allows assets and work orders to be tied to projects, along with associated funds / budgets to allow the efforts of tracking assets and completing work tickets to be related to a specific project. This module has tools to allow for efficient management of projects as they relate to assets and work order activities.

Reporting -

The proposed CommSHOP 360™ Solution comes with a full array of standard reports and a report writer license to allow the customer to write custom reports as needed. The list of standard reports includes, but is not limited to the following:

- Assets by Agency / Unit
- Assets by Status & Class / Category
- Asset Parent / Child Relationship
- Transaction / Transfer History
- Preventative Maintenance
- Warranty Expiration
- Work Order History by Agency
- Work Order Time Management
- Work Order by Technician / Service Code

Radio ID Management Module

The Radio ID Management Module is an enhancement module that integrates with the core CommSHOP 360™ Application. Within the module, users have the ability to create “systems” (i.e. the various systems that make up the first responder network). Within these systems, ID ranges can be established for various talk groups, to which agencies can be assigned.

Once the setup is established, the ID manager works in the background and seamlessly integrates with the Asset Module to allow for the assignment of ID's to subscriber equipment. Multiple ID's can be assigned per subscriber, ID ranges can be restricted to private vs. public, and even rouge and duplicate ID's are sniffed out.

As interoperable communications continues to progress, the need for an aggregated ID database is imperative. This tool can greatly improve the management of the many IDs that may be necessary to interoperate with systems across the coverage area.



Web Suite 360™

The Web Suite 360™ internet based portal is designed to greatly expand the reach and enhance the functionality of the CommSHOP 360™ platform. Unlike the core application (access per seat license), the Web Suite is an enterprise system that can be extended to an unlimited number of users over the intra / internet. These users access a secured web portal to interact with the core system for reading and updating asset information and submitting service requests, while being limited based on permissions set by the database administrator.

Web Suite 360™ is comprised of the Web Asset Manager and the Web Service Request Manager. These two modules allow external users (i.e. radio system subscribers, etc.) to view asset records, generate reports, make changes (if allowed), and even request services on their equipment.

Allowing targeted users throughout the organization to have access to their asset inventory and submit service requests via the web portal would help reduce the amount of time the radio manager spends taking phone calls and responding to e-mails by providing direct integration between the end users and the processes put in place as part of the CommSHOP 360™ Solution.

Workflow Alerts 360° Application

The Workflow Alerts 360° application integrates to the CommSHOP 360™ Solution to allow the software to trigger alerts based on asset and work flow process changes. These triggers send e-mail notifications and create on-screen alerts in the software application to the users who have subscribed to the alert. Alerts can be defined as low, medium, and high priority to help monitor activities, changes, or transactions. The Alerts 360™ application comes with a set of stock alerts for the CommSHOP 360™ Solution, and offers the ability to define custom alerts as well.

Mobile Asset Assistant Application

The Mobile Asset Assistant (MAA) application integrates to the CommSHOP 360° Solutions to allow many of the asset management functions of the core solutions to be available through a mobile computing / handheld scanning device. The MAA operates on Symbol scanning devices using Windows Mobile 6.5 OS. This application is designed to download the asset records from the core solution to the handheld device to provide a simplified way of capturing, tracking, and managing all assets from a remote or field location. Additionally, the MAA application provides tools to perform audits, updates, and exchanges (swaps) of serialized or bar-coded assets. The solution is proposed with the software licensing for the application. Devices must be purchased separately.



CommSHOP 360 Mobile

The CommSHOP 360° mobile application is true to the name. For our CommSHOP 360 solution users who need to take the full capabilities off-line and out into the field, the CommSHOP 360 Mobile application is just the tool. This application is designed for our users who have a need manage asset and service records away from network and / or internet connectivity. The CommSHOP 360° Mobile user can sync his / her laptop through the web service provided with this application and then take the latest asset and work order data into the field to perform their tasks – which may include updating asset records and / or creating new work orders. As the user returns to have network connectivity again, the application can be synced back to the database to upload all record changes captured in the field.

Signature capture device and application –

A signature capture pad and run-time license may be provided to allow the administrative users and/or technicians to electronically capture signatures on work orders and invoices when the end user comes to pick up the equipment following completion of the repair process. This signature may be printed on the final document and will also be stored historically on the work order and against that asset for the life of the system.

PDF E-Burst Utility -

The PDF E-Burst Utility is designed to help streamline the process of printing and sending standard billing & invoicing documentation to Radio System customers. By allowing all billing documentation to be printed to PDF and “bursted” out to all customers individually in an e-mail format, the daunting task of creating and issuing bills for your customers will become a simple, time-saving process.



Implementation Methodology and Services Overview

The information to this point has highlighted the functional aspects of the CommSHOP 360™ Software and the associated enhancement applications. In this section, we will take a detailed look at the process and services provided during the implementation of this system and the importance of these activities to the overall solution.

Experience

The CommSHOP 360° Solution has been implemented in more than 150 Communications organizations in North America. MCM's experience of implementing solutions in small & large / complex organizations brings an unprecedented level of expertise and invaluable engineering knowledge. Best practices learned through years implementing this solution are integrated in the implementation process for every new client, while customizing each implementation to that client's specific business processes and needs.

Methodology

The implementation process for the CommSHOP 360™ Solution is a three phased approach. This process is designed to make the transition as seamless as possible, while providing the most effective management platform.

The first phase, or pre-engineering phase, consists of a detailed business analysis and process review, administered by our knowledgeable Project Management staff. These activities are administered on site and consist of site walks, data gathering, roundtable discussions about current operations and future plans, identifying of project goals, and much more. The Project Managers return to MCM headquarters with a clear idea of specific application configurations and data to be converted.

The second phase, or implementation phase, consists of the more technical and data oriented services. It is during this time that all data conversion and database mapping is done by our technical staff. Additionally, the application configuration is tweaked and customized for each individual client. This includes importing existing data provided by the Client (asset, work order history, and parts inventory data), terminology for drop down menus, form modifications, custom reporting and much more.

The last phase, or training phase, consists of final installation and client training. The Project team returns on site with a fully built and customized application ready for immediate use. After the final connectivity and work station installations are complete the system is in a "go live" state. It is this real application that the client is trained on, rather than learning on a demo database that will never be seen again. This approach gives the client a strong grasp on the customizations and specific workflow processes established.



Support and Maintenance

A comprehensive support and maintenance package is also included as part of the solution for the first 12 month period. This includes dedicated telephone support, bi-annual updates, quarterly webinars and periodic training classes. All support calls and trouble shooting is handled by our in-house staff and more specifically, usually routed directly to the specific project manager that installed your system. This ensures that nothing is lost in translation from pre-engineering consultation to post installation support.

The "Difference"

The technical staff for the CommSHOP 360™ Solution has more than 50 years of combined experience in radio communications and mission critical operations as a whole. We understand the challenges that communications organizations are faced with and we have built our solutions and service structure around the needs of this industry. The processes for tailoring this solution to specific workflows (out of the box), the configuration, terminology, and flexibility built into the implementation process are aimed at making the installation transition completely seamless; whereas many other software applications force you to conform to a certain process flows or data hierarchy.

In terms of general applicability and day to day operations, the addition of CommSHOP 360™ brings a proven, pointed solution for maintaining mission critical equipment. The flexible and user friendly design meets your specific needs today and gives you the platform to sustain future growth.

The table on the following pages identifies specific challenges faced in a Communications operation and addresses how the CommSHOP 360 Solution would assist with addressing these challenges, including real-life examples from current users of the solution.



CHALLENGE	SOLUTION / BENEFIT	EXAMPLE
<p>Accountability Today's environment calls for accountability for all resources, especially when using Federal Grant funds. Considering the investment for a radio system can be multi-millions of dollars, this is one item that can come under heavy scrutiny. Without a tool in place to track the details of when / how assets were purchased and where they are located, it's nearly impossible to be prepared for an audit. Many organizations spend days, even weeks to respond to audits, many times being forced to report thousands (sometimes millions) of dollars in losses.</p>	<p>Accountability The CommSHOP (CS) 360° solution allows you to track the identification status, location (multiple levels), purchase order number, cost, warranty, grant appropriation, and much more. As equipment is purchased, records for the new assets are created in the solution and status reports can be pulled within a matter of seconds to show accountability for any / all assets purchased with a grant.</p>	<p>Accountability The City of Tampa, Florida currently uses the CS 360° Solution for the Electronics Division, including all radio subscribers and infrastructure, and was recently audited. Due to their utilization of the CS 360° Solution, the client was able to provide numerous reports on sample segments of their inventory per the auditor's request. In a matter of 10 minutes, the auditor was out the door. Two days later, the Electronics division was cleared of the audit.</p>
<p>Configuration Management With LMR assets, the equipment is mission-critical and very complex in nature. It's not enough just to know where equipment is located. Without the proper tool, it is difficult to keep track of how a radio is configured (software, template, ID, Alias). If that information is being tracked, many times, it's stored in separate locations / databases and not easily managed.</p>	<p>Configuration Management In the CS 360° Solution, the asset database allows for very detailed configuration management on radio equipment, and is also configurable to other complex assets - servers, computers, etc. For radios in particular, we provide a way to track the Unit ID (even multiple Unit IDs for interoperability), Alias, Programming, template (code plug), firmware, flashcode and more.</p>	<p>Configuration Management Fairfax County, VA manages up to 12 different radio IDs in each subscriber through the CS 360° Solution to ensure interoperable communications. The service shop for DHS CBP stated, "Our customers are increasingly looking for us to provide them with all the data available per unit, code plug, used unit ID's, firmware revisions, feature sets, etc. We - and they - can then determine what their assets needs require going forward."</p>
<p>Parent / Child Relationships With complex equipment, such as that of subscribers and infrastructure for a radio system, there are many moving parts and pieces, and much of the equipment is linked together. Therefore, it is important to be able to identify the relationships between certain assets and monitor how all assets are affected if / when a single piece goes bad.</p>	<p>Parent / Child Relationships The proposed solution is built to track and manage relationships between assets. Assets can be linked together so that when a change is made to an individual asset, the user can evaluate how that change will affect those assets that are linked to it in a parent / child relationship.</p>	<p>Parent / Child Relationships The radio shop for the City of Birmingham, AL is responsible for tracking and maintaining radio system assets and all other equipment in an officer's vehicle. Therefore, it is imperative to be able to record which assets are assigned to certain vehicles for accountability and also to expedite the repair process when an officer brings his vehicle in to the shop.</p>



<p>Labor & Parts Resource Tracking When managing an LMR system, the costs of the equipment is just the start. As the system is maintained over time, the amount of money spent for parts and service can add up quickly. It is a complex task to prepare for budgets and estimate expenditures surrounding the upkeep of the radio system.</p>	<p>Labor & Parts Resource Tracking The CS-360^o Solution includes a Work Order and Parts Inventory module, designed to record maintenance history, including the parts used and labor issued during a repair. The solution also tracks the costs associated with both parts and labor, which can then be used to report on expenditures across the organization.</p>	<p>Labor & Parts Resource Tracking The City of Richmond, VA uses the MCM solution to manage their day-to-day radio shop operations. As they track their parts usage and labor output, the Radio System Manager is able to provide extensive reports to his management showing every dollar spent – both in parts and labor, which is then used to justify the budget for his upcoming fiscal year. He also bills departments outside the city government for all costs associated with their repairs.</p>
<p>Workflow Processes / Cost Savings When managing a LMR system, there are specific ways that the business operates. Most software tools don't fit into the business processes for radio communications, as they were typically designed for other business sectors. Also, today's economy is requiring everyone to do more with less, so it's important to have a tool in place that can increase efficiency and reduce costs. Additional challenges are presented in simply keeping track of the equipment that has been purchased, which is expensive by nature and small losses can turn into large monetary losses.</p>	<p>Workflow Processes / Cost Savings The CS-360^o Solution is designed for the Public Sector Radio Communications Industry, and therefore is built around the workflow processes for managing a radio system. The tool is also designed with many options and configuration capabilities so that the Subject Matter Experts who deploy the solution can help put the most effective processes in place for each client to maximize the resources they have and save money.</p>	<p>Workflow Processes / Cost Savings Lake County, FL manages a 19-site P25 compliant Motorola Radio System with around 3,500 subscribers. With the CS-360^o Solution as their management tool of choice, they've been able to put a process in place to track and manage every asset in this system with a staff of only 5 people, while many other Comm departments employ upwards of 10-15 people to manage similar operations. In another case, the State of Illinois recognized cost saving through enhanced accountability, as they reported a loss in assets of more than \$1 million before deploying the CS-360^o Solution.</p>
<p>Enterprise-wide Deployment Implementing a tool to manage assets across a large geographical area seems insurmountable. Is it possible to deploy a solution that can be integrated to multiple checkpoints with users spread out across the county, state, and even the country? The biggest challenge we face is numerous disparate databases are being used across our organization with little to no integration of information.</p>	<p>Enterprise-wide Deployment The CS-360^o Solution is scalable and ready for enterprise-wide deployment across a city, county, state or country. The Enhancement applications offered as part of the LifeCycle 360^o Suite of solutions can allow users from all over to have access to the solution via the internet. Also, mobile applications allow for extended use in the field by remote users. The solution design allows for a single solution for all your operational data.</p>	<p>Enterprise-wide Deployment The U.S. Coast Guard will be deploying the CS-360^o Solution nationwide with access to the database via the internet from all remote locations for updating and changing data. A process will be put in place to dictate what tools are needed at each location for most efficiently managing the assets and resources. The solution can be networked on the Client's side or by MCM at in a remote host environment depending on the preference and policy of the client.</p>



Return on Investment

When evaluating the return on investment in an operational tool such as the LifeCycle 360^o Solutions, there are two considerations – qualitative and quantitative.

Qualitative evaluation does not result in hard numbers for cost savings analysis, but rather is focused on how the deployment of the solution will help improve the quality and performance of the operations as a whole:

- **Improving operational efficiency** – have access to information that may not be available today regarding workforce productivity and the costs of resources to run operation (justification)
- **Streamlined business processes** – free up personnel to maximize resources due to more efficient processes for day-to-day activities. Also eliminate redundant labor as a result of a single source and integrated tool for all information.
- **Better customer satisfaction** – provide customers with more information related to the support provided in repair / management of their equipment, such as a list of assets assigned to their department and detailed billing reports for charge backs and/or interdepartmental budgeting.

While each operation differs in terms of the number of employees and management processes, there are some consistent areas which with our LifeCycle 360^o Solutions will provide cost savings - thus creating a quantitative measure for ROI. The following are a few areas where LifeCycle 360^o Solution users have recognized returns:

Equipment Accountability

To say the financial investment for a radio system in today's market is significant is an understatement. Individual subscriber units can be upwards of \$5,000-6,000 each, making the accountability for each individual piece of equipment all the more important. Everywhere we go, we hear reports of clients without a proper management solution reporting losses of substantial monetary value – most recently meeting with the largest transportation authority in North America who had reported a loss on assets of more than \$1 million during an audit in recent years.

Through the deployment of our LifeCycle 360^o Solutions, these types of losses can be significantly reduced. Clients using our solutions have reported losses of less than 1% (and even no loss in some cases), reduced from prior reports of 5%, 10% and even higher losses. For discussions sake, let's consider a value of \$10 million dollars for radio and other asset and consumable inventory. In this case, improving your accountability on assets by even 1% would be worth \$100,000, while 5% would be \$500,000 million. These savings alone pay for the cost of the solution.



Process Efficiency

As the saying goes, time is money! Today's government policies require that every agency do "something" to be accountable for their inventory – whether that's Microsoft Excel, an internally created Access database, or purchasing a solution specifically for the purpose of asset management. Many times, agencies are using multiple, disparate tools to do the job of managing the inventory and service history areas of their operation. On average, we have determined through surveys that our customers spend up to (5) hours per week per (1) employee doing activities such as data entry for assets, writing up / entering repair tickets, and compiling reports at the administrative, technician and clerical level.

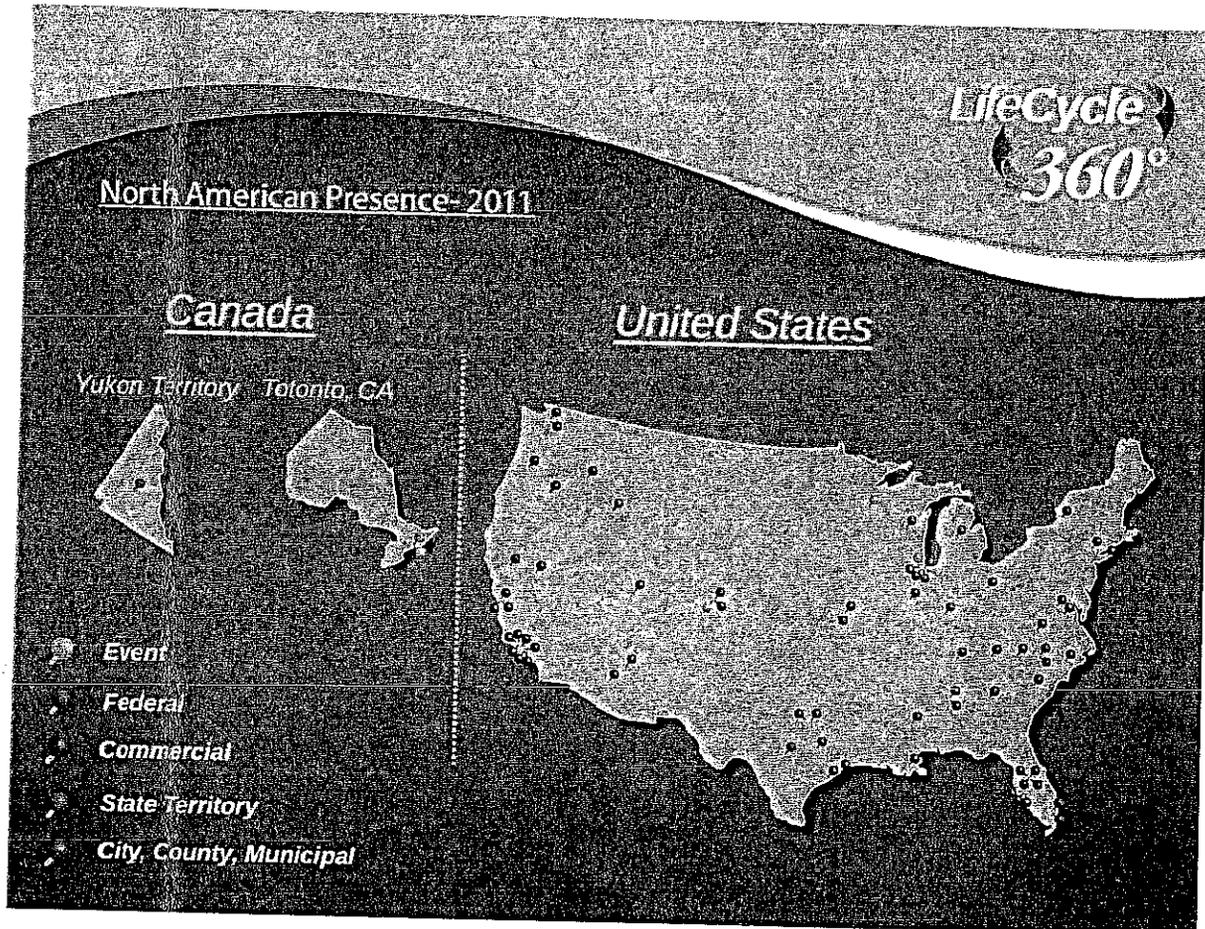
Our solutions have been proven to help reduce the time of managing these tasks across the board by an average of 30%. If we assume an average salary of \$50,000 per employee, this time saving equates to a \$15,000 annual value for resources that can be deployed elsewhere. With many organizations operating with far more than (1) employee and spending even more time, effort and energy in managing their operations, this number would be multiplied, increasing the cost savings based on labor efficiencies. Our experience and feedback from our customers shows that these numbers are very conservative, real-life examples of the return on investment one might expect from the use of our solutions.

Summary

The combined quantitative cost saving from a higher level of accountability on your asset inventory and streamlined work flow processes prove that MCM's LifeCycle 360° Solutions pay for themselves in a matter of months while greatly improving the client's ability to manage their operations at the highest level possible through recognized qualitative benefits.

LifeCycle 360° Solution Footprint

The map below pinpoints the locations in which LifeCycle 360° Solutions have been deployed across North America as of 2011. Our client list continues to grow on a monthly basis as we stay committed to the Public Sector Communications industry. References are available upon request.





UCA Radio Console Sub-committee Report

June 09, 2016

Summary

Members of the UCA Board, UCA Staff and Motorola met on June 09, 2016 to discuss the radio consoles, within the current UCA radio network, as well as options to support console purchase, replacement and maintenance within current 911 PSAPs. Discussions focused on the UCA's current and future responsibility with respect to radio consoles and interoperability concerns associated to this issue. Background of recent and current funding changes within UCA were discussed, as well as historical and current responsibility of UCA to radio consoles within individual PSAPs.

At the conclusion of discussions, it was decided to forward the following recommendation to the UCA Chair and Board:

- No change in the current responsibility of UCA to the radio consoles within the individual PSAPs prior to the completion of a UCA strategic plan, and a final decision regarding upgrade of the radio network.
- The UCA Board direct the inclusion of radio consoles as part of core network decision, within the strategic plan and overall decision regarding radio network upgrades.

These recommendations are based on issues and changes currently at the focus of the UCA Board and Staff, outlined below.

Attending

UCA board members: Michael Rapich, Mike Mathieu, Scott Finlayson and Rick Baily. UCA employees: Jake Hunt, Omar Essa and Derol Simkins. Motorola representatives: John Tate and Dave Hill.

Items Discussed

- UCA responsibility current and future responsibility with respect to radio consoles and network integrity.
- Interoperability capabilities and functionality of disparate consoles within a radio network.

Back Ground

During the 2014 Utah State Legislative Session, \$17 million was appropriated to the Utah Communications Authority (UCA) to address existing needs for improvement to the 800-radio network. Included was \$6 million to purchase new radio consoles to replace existing within 911 Public Safety Answering Points (PSAPs) statewide. This was in anticipation of the completion of a request for proposal (RFP) and contract to complete a total network upgrade. The purchase of new radio consoles was to be done in conjunction with the granting and commencement of the contract to upgrade the complete radio network.

In December of 2015, the UCA Board voted to postpone the issuance of the RFP for a radio network upgrade. During the 2016 legislative session, UCA was directed to cease future expenditures until the completion of the legislatively mandated strategic plan. Upon receiving the findings of a legislative audit of UCA, the Executive Appropriations Committee ordered the return of all the uncommitted portion of the \$17 million appropriation, to include the \$6 million for the purchase of radio consoles.

Discussion

UCA Responsibility – Radio Consoles

With respect to UCA's current and future responsibility to radio consoles, it was unanimously agreed the radio network begins with the radio consoles. From that point forward, proprietary software and equipment are essential for needed functionality, performance and operation. Additional reasons for radio consoles to be maintained as part of the network were identified as follows:

- Network Security and Integrity - radio consoles are access points to the overall radio network.
- Network Upgrades - consoles require regularly scheduled and predictable network, software and equipment upgrades.
- Interoperability -
- Network / System Integrity -
- Network / System Uniformity -
- Full system and network functionality and compatibility -

While radio consoles are functional and dependent part of the overall network, and should be maintained as such, any policy decision regarding UCA's responsibility to PSAP consoles is contingent upon an identified funding source and legislative appropriation.

Interoperability

Information regarding the interoperability of disparate systems was discussed. Representatives from Motorola and the UCA staff provided information regarding our current system. The following was discussed:

- P25 Compliant – while the intent of P25 was to ensure interoperability between differing systems, with regard to network systems, this often involves only basic levels of functionality.
- Mixing old and new consoles – current Motorola consoles can function alongside current, new generation consoles; however, there may be operability issues unique to a given PSAP which may need to be overcome. The best option is the same make and model in one PSAP.
- Mixing consoles from differing manufactures – may be possible with appropriate proprietary software.

Based on information discussed, interoperability between console manufactures is possible, but more information is needed before a decision to do so could be made.

Points of Consideration

- UCA currently has no funding to purchase radio consoles, and future funding has not been appropriated.
- Currently all radio consoles in operation within the statewide 911 PSAPs have been purchased and owned by the individual local or state entities.
- Many PSAPs have purchased new and / or used radio consoles to replace or expand those currently in use.
- How the technology works should guide policy decisions.
- P25 compliant often translates to interoperability of systems with basic levels of functionality. Full functionality of CAD and dependent RMS systems requires uniform and proprietary components and software.
- UCA has purchased 20 plus used Motorola Gold Elite radio consoles which could be purchased by individual PSAPs.
- Maintaining the current console infrastructure, make and model, is likely the most practicable and economical solution pending a final direction on the overall network.

Recommendations

Recommendation #1

Regardless of any decision regarding policy or responsibilities, there is no current funding to support UCA purchasing of radio consoles. This, combined with the current restriction on expenditures, provides no opportunity for UCA to make any current commitment to provide PSAPs with added equipment to include radio consoles. Additionally, until the completion of a strategic plan, network RFP and funding, there can be no decision by the board concerning network upgrades, including radio consoles.

It is recommended that individual 911 PSAPs continue to maintain their current radio consoles, at their discretion, until a decision can be made regarding a network upgrade and the Board authorize UCA to do the following:

- Make available to PSAPs, with immediate critical need, the purchase of part of the inventory of used consoles at purchase price.
- Support PSAPs with consultation on technical and strategic planning concerning immediate radio console decisions.
- Provide support to PSAPs with maintenance and installation of current or new radio console placement, at the standard rate of service.

Recommendation #2

Any decisions to support or fund radio consoles are connected to the upgrade of the overall network, which will be defined in the UCA strategic plan. Radio consoles should be identified in the plan as a component of the core network, as well as a strategy address purchase, maintenance and replacement.

It is recommended that the Board withhold action concerning future commitments of UCA regarding radio consoles, pending:

- The completion of the UCA strategic plan, which should include future network upgrades and the responsibility of radio consoles in the upgrade.
- Submission and acceptance of the strategic plan to the appropriate legislative committee.
- Ongoing funding to support the initial purchase of radio consoles, and future maintenance, replacement and expansion needs.



Grant Application



Background Information

1.0 PSAP INFORMATION:

PSAP Name: Grand County Sheriff

Date of Application: May 16, 2016.

911 Calls per day:

Call Taker Positions: 2

Non-emergency/Administrative Calls/day:

PSAP Contact Person: Rick M. Bailey

Email: rbailey@grandcountysheriff.org

Address: 125 E. Center Street

Phone: (435) 259-1310

Fax:

City: Moab

ZIP: 84532

2.0 This PSAP is within a county of the 5th class.

3.0 COSTS/COMPONENTS

State the total amount of this project: \$

Describe the Component(s) of this Application:

Component	Description	Cost
Equipment:		\$
Software:		\$
Maintenance:	6 th Year Maintenance Contract for the Intrado System	\$18,771.17
Network:		\$
Services:		\$
Other:		\$
	Total:	\$18,771.17
	Applicable Grant Match:	0.00
	Total Amount Of This Request:	\$18,771.17



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.)

Current 911 Revenue (annual): \$74,485.15 (For the 12 months ending December 31, 2015)

Current 911 Fund Balance: \$310,743.44 (As December 21, 2015)

Current 911 Expenditures: \$107,676.22 (For the 12 months ending December 31, 2015)

- Equipment lease/purchase (annual): \$
- Equipment Maintenance (annual): \$ 7,571.00 (ATIMS)
- Network and Data Base: (if multiple companies, list each separately by name and amount.) Total \$36,748.09
 - Telephone Company 1 (annual): Frontier Communications \$18,135.00
 - Telephone Company 2 (annual): Century Link \$18,613.09
 - Telephone Company 3 (annual): \$
- Other (annual): \$

5.0 Proposed Project and Rationale

List the goals and objectives of this grant application:

Grand County is the primary PSAP in the County providing dispatch services for Grand County Sheriff, Grand County SAR, Grand County Emergency Management, Grand County EMS, Moab City Police Department, Moab Valley Fire Department, National Park Service (Arches and Canyonlands), and other state and federal agencies. This proposed project will provide maintenance for the 6th year of service for the Intrado Viper Service. The maintenance service will be provided by Frontier Communication Corporation.

Describe the proposed project time line:

The maintenance contract will provide service from July 1, 2016 through June 30, 2017. Also, attached to this proposal is Frontier's proposed maintenance schedule for the Intrado Viper Software Upgrade Project.

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



Grant Application



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:

- Staffing:

- Current FTEs: 6
- Pending or Planned Increase to FTEs: 2
- Part-Time staff: 0
- List your authorized maximum and minimum staffing levels:
MAXIMUM: 2 MINIMUM: 1

- Consoles:

- Existing fixed Call Taking capable consoles: 2
- 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
 - If yes, list your existing fixed call taking capable consoles:
Our backup center is with San Juan County, in that if either center is busy or is done, calls are automatically routed to the other PSAP through a T-1 line that is provided by Frontier Communications Corp.

- PSAP Equipment:

Please provide any additional information concerning your PSAP equipment that may be related to this grant application: No equipment requests related to this grant.



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 *Steven M. White* Date: 5/28/2016
 Steven M. White, Sheriff

RECOMMENDATION FOR APPROVAL

Program Manager, 911 Division:

Eric N. Parry
 Eric N. Parry, ENP

Date 06/21/16

911 Advisory Committee Chair Signature:

Karl Kuehn
 Karl Kuehn

Date 21 June 2016

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:

_____ Date _____

GRAND COUNTY
911 MAINTENANCE
ECATS REPORTS

MAY 2016

General Information

Grand County Sheriff
125 E Center Street
Moab, 84532

County: Grand

Years:

2015 - 2016

Agency Affiliation:

Sheriff

Report Date: 05/28/2016 11:07:35

Report Date From: 05/01/2015

Report Date To: 04/30/2016

General Information

9-1-1 Calls Per Day: 18

Non-emergency/Administrative Calls per Day: 17

Call Summary

Grand County Sheriff
125 E Center Street
Moab, 84532

Report Date: 05/28/2016 11:07:35
Report Date From: 05/01/2015
Report Date To: 04/30/2016

County: Grand

Years: 2015 - 2016

Agency Affiliation: Sheriff

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
May 2015	600	59	0	659	8.95%	0	0	0	0	0	0	0	0	0	0	659	86.1
June 2015	717	63	0	780	8.08%	0	0	0	0	0	0	0	0	0	0	780	120.6
July 2015	623	61	0	684	8.92%	0	0	0	0	0	0	0	0	0	0	684	88.4
August 2015	505	48	0	553	8.68%	0	0	0	0	0	0	0	0	0	0	553	109.9
September 2015	585	46	0	631	7.29%	0	0	0	0	0	0	0	0	0	0	631	97.9
October 2015	474	59	0	533	11.07%	0	0	0	0	0	0	0	0	0	0	533	102.8
November 2015	353	54	0	407	13.27%	0	0	0	0	0	0	0	0	0	0	407	93.5
December 2015	369	38	0	407	9.34%	0	0	0	0	0	0	0	0	0	0	407	90.9
January 2016	319	31	0	350	8.86%	0	0	0	0	0	0	0	0	0	0	350	97.0
February 2016	333	43	0	376	11.44%	0	0	0	0	0	348	85	0	0	433	809	75.7
March 2016	533	44	0	577	7.63%	0	0	0	0	0	2656	363	0	0	3019	3596	66.0
April 2016	487	37	0	524	7.06%	0	0	0	0	0	2244	480	0	0	2724	3248	67.5
PSAP Totals	5898	583	0	6481	9.00%	0	0	0	0	0	5248	928	0	0	6176	12657	80.2

Total	1004
	80
	3
	9372
	2197
	1
	12657

Initial Station Total Calls

Grand County Sheriff
125 E Center Street
Moab, 84532

Report Date: 05/28/2016 11:07:36
Report Date From: 05/01/2015
Report Date To: 04/30/2016

County: Grand

Years: 2015 - 2016

Agency Affiliation: Sheriff

Hour	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										
Station Not Available	4	4	5	1	1	3	119	74	55	64	54	36	71	99	60	34	24	23	14					
Station 01	2	0	1	0	1	2	2	0	2	0	0	5	7	4	4	4	4	3	1	3				
Station 02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Station 11	176	179	168	111	89	88	327	392	483	521	555	588	554	495	537	505	611	648	513	497	582	365	276	
Station 12	34	16	18	12	10	8	11	21	45	55	73	67	115	161	202	168	212	202	159	110	159	110	72	49
Station 15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	216	199	192	124	101	101	422	494	605	654	663	663	703	883	762	805	749	918	708	684	519	463	342	

Calls By Circuit

Grand County Sheriff
125 E Center Street
Moab, 84532

Report Date: 05/28/2016 11:07:35
Report Date From: 05/01/2015
Report Date To: 04/30/2016

County: Grand

Years: 2015 - 2016
Agency Affiliation: Sheriff

	25	26	37	38	5	6	7	8	13	14	15	17	18	19	27	39	Total
May 2015	18	18	17	18	8	3	0	0	0	0	0	0	0	0	291	286	689
June 2015	24	23	25	25	12	0	0	0	0	0	0	0	0	0	323	348	780
July 2015	18	17	18	17	5	0	0	0	0	0	0	0	0	0	305	304	684
August 2015	13	12	13	12	8	1	0	0	0	0	0	0	0	0	247	247	553
September 2015	18	19	18	18	5	1	0	0	0	0	0	0	0	0	280	272	631
October 2015	14	14	15	14	10	0	0	0	0	0	0	0	0	0	236	230	533
November 2015	8	10	9	10	3	0	0	0	0	0	0	0	0	0	183	184	407
December 2015	15	14	15	14	10	7	0	0	0	0	0	0	0	0	165	167	407
January 2016	6	6	19	20	4	1	0	0	0	0	0	0	0	0	93	201	350
February 2016	12	12	12	12	7	7	301	0	35	65	0	0	0	32	157	157	809
March 2016	15	15	15	15	12	0	815	0	78	1753	0	0	0	373	253	252	3596
April 2016	12	12	11	11	12	0	2075	3	169	324	1	152	1	557	233	233	3248
Total	173	172	187	186	96	20	3191	3	282	2142	1	2766	1	2851	2851	12657	

Circuit Utilization

Grand County Sheriff
 125 E Center Street
 Moab, 84532

County Grand

Years:

2015 - 2016

Agency Affiliation:

Sheriff

Report Date: 05/28/2016 11:07:35

Report Date From: 05/01/2015

Report Date To: 04/30/2016

Trunk	Circuits Busy	Busy
911	1	0.180138 %
	2	0.001322 %
Total circuits: 4		
911 Unknown	1	0.019496 %
	2	0.000266 %
Total circuits: 2		
Admin	1	1.122005 %
	2	0.045363 %
	3	0.001072 %
	4	0.000130 %
Total circuits: 6		
W911	1	1.753782 %
	2	0.050009 %
Total circuits: 2		

