



# Lake Havasu City

Lake Havasu City  
Municipal Courthouse  
Council Chambers  
92 Acoma Boulevard  
Lake Havasu City, Arizona  
86403  
[www.lhcaz.gov](http://www.lhcaz.gov)

## Legislation Text

File #: ID 18-1709, Version: 1

## COUNCIL COMMUNICATION

**TO:** Honorable Mayor and Council

**FROM:** Daniel P. Doyle, Chief of Police

**SUBJECT:**

Approve CenturyLink Managed Services Agreement for the Operation of the 9-1-1 Public Safety Answering Point (*Chief Doyle*)

**FUNDING SOURCE:**

General Fund

**PURPOSE:**

To approve a five (5) year managed services agreement with CenturyLink for operation of the 9-1-1 Public Safety Answering Point (PSAP) in accordance with City Code 3.10.010.5(A)(16).

**BACKGROUND:**

The State of Arizona 9-1-1 Office has notified PSAP Managers throughout the state that in order for Arizona to keep pace with the growth of technology, implementation of a Next Generation (NG) 9-1-1 system is necessary. Current and new calling devices (text messaging, sensors, video) and the wide spectrum of users requesting emergency services (deaf, hard of hearing, speech impaired) is requiring added capabilities for continued support. NG 9-1-1 is a fully-functional system that is accessible anytime, anywhere, and from any device.

Our Dispatch Center is equipped with five (5) fully-functional consoles capable of handling all facets of emergency communications. The State of Arizona 9-1-1 Office will provide funding for this agreement for four (4) of the dispatch consoles in the amount of \$490,727.00 plus applicable taxes, and the City is responsible for the fifth console at a cost of \$120,000.00 plus applicable taxes, over the term of the agreement.

**COMMUNITY IMPACT:**

The State of Arizona 9-1-1 Office has reviewed the services agreement provided by CenturyLink for the Arizona territory and has determined the services will meet and/or exceed the current needs as well as prepare 9-1-1 centers for future enhancement.

**FISCAL IMPACT:**

Four (4) consoles will be upgraded at a total cost of \$490,727.00 plus applicable taxes over the term of the agreement that will be funded through the State of Arizona with 9-1-1 funds. One (1) console will be upgraded at a total cost of \$120,000.00 plus applicable taxes over the term of the agreement (5 years) funded by the City. Appropriation for the City portion will be included in the Police Department budget.

**ATTACHMENTS:**

N/A

**SUGGESTED MOTION:**

I move to approve the CenturyLink Managed Services Agreement for the operation of the 9-1-1 Public Safety Answering Point.