



**Administrative Policy Board
Monday, May 19, 2014 @ 10:00 AM
(Due to Memorial Day)
City of Wyoming 1st Floor West Conference Room**

Minutes

1. Call to Order and Roll Call by Chair Holt at 10:02 AM.

Members Present

Curtis Holt	City of Wyoming
David Peterson	Plainfield FD
Dennis Hoemke	Algoma Township
Mark Meijer	Kent EMS
Lee Cook	City of Grandville
Nate Vriesman	Kent County Commission
Kevin Belk	Grand Rapids PD
Larry Stelma	Kent County Sheriff
Mark Herald	East Grand Rapids Dept of PS
Laura Knapp	Grand Rapids FD

Members Absent

Chuck Deschaine	City of Walker
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Members Excused

Michael Young	City of Rockford
Chris McIntire	Michigan State Police

Guests

David Kiddle	Grand Rapids PD
Karen Chadwick, ENP	Grand Rapids PD
Michelle Young	Kent County Sheriff
Scott Brown	Kent County Sheriff
Matt Groesser	Kent County Sheriff
Eric Hutchinson	Kent County Sheriff
Greg Ginebaugh	Kentwood FD
Ronald Bonneau, ENP	Executive Director

2. Public Comment - None

3. Members Excused – Motion to excuse Young and McIntire made by Herald

Second by Peterson

No Discussion

Passed 10 - 0

4. Approval of the Agenda – Motion to approve the agenda of May 19, 2014

made by Belk

Second by Stelma

No Discussion

Passed 10 - 0

5. Approval of Minutes – Motion to approve the minutes of April 28, 2014 made by Meijer

Second by Cook

No Discussion

Passed 10 - 0

6. Financial Report – Bonneau gave the report indicating that the Fiduciary has worked with him on the design of the new monthly finance reports to show year to date income and expense as compared to the same time frame from last year.

7. Voucher of Bills – Motion to Authorize Expenditures and Disbursements as Attached made by Peterson

Second by Herald

No Discussion

Passed 10 - 0

8. Finance Committee Report (Young/Bonneau)

- a. FY2013 Budget Review – No discussion
- b. Rehmann Audit Discussion and Acceptance Bonneau explained the two areas of the audit identified in the report from Rehmann where they indicated that the Authority could use improvement. One being that while the Authority has designated capital projects to be funded from the fund balance of the Authority, KCDA has not funded a Capital Fund. The audit team suggested that KCDA transfer funds into the Capital Fund for capital items that the Authority is already obligated to pay for such as the Motorola PremierOne CAD project as well as funds that KCDA will need to fund future equipment replacement/upgrades. Two, the auditors felt that the Authority needs to make sure that all invoice that are from a fiscal year are processed within the time frame for those invoices to be paid and not have lingering bills for a fiscal year come for payment after the fiscal year has been closed (specifically the late invoice for the final quarter of 2013 of the FEMA matching grant project that came in for payment in April of 2014. Third the auditors felt that the EMD assignment agreement is an impairment of the value of the asset in that KCDA entered into an agreement with the three ambulance companies offering them an assignment of the licenses for less than what they were worth. The members of the KCDA Finance Committee told the Board they were aware of the auditors findings in #1 and #2 and would address those issues, but also felt that #3 is not based on reality but on an accounting methodology and that the Board was prepared to defend our actions in that matter as being a good public policy decision.

Resolution #17 – 051914 to accept the Rehmann Audit of the Authority's FY2013 fiscal year and place audit on file and post it to the webpage made by Hoemke

Second by Cook

No Discussion

Passed 10 - 0.

- c. Transfer of money from Unobligated Fund Balance to Obligated Fund Balance (Capital Fund). The Board was asked if they understood the spreadsheet provided in the packet and the reason, pursuant to the Auditors findings, about why this transfer needed to occur and no Board member had any questions or concerns.

Resolution #18 – 051914 to transfer Two Million, Six Hundred Thousand Dollars (\$2,600,000.00) from Unobligated Fund Balance to Obligated Fund Balance (Capital Fund) made by Peterson.
Second by Hoemke
No Discussion
Passed 10 - 0

- d. PSAPs Call Handling Contract Extension Discussion & Resolution – Curtis explained that the Executive Director was asked to have the attorney at Dickinson draft an agreement to address the additional six month extension of the current call taking agreement for the period of time from July 1 – December 31, 2015 and this is the draft of that agreement. The Chair told the Board it is his intention if the Board approves of the language in this document to send the agreement on to the City Council of Grand Rapids and the Kent County Board of Commissioners for their review and approval.

Resolution #19 – 051914 to approve the Extension of the Current Call Taking (First Amendment to the Original Call Handling Agreement) dated January of 2012 for an additional six months period of time (July 1 – December 31, 2015) and to send this agreement to the City Council of Grand Rapids and the Kent County Board of Commissioners made by Knapp
Second by Meijer
No Discussion
Passed 10 - 0

9. **Annual Report to the Participating Agencies** – Curtis Holt gave a brief summary of the presentation made last Tuesday, May 13th and reported that the presentation was well received. Bonneau thanked Kent County Sheriff for his hospitality in letting the Authority use their training room and for the fine refreshments served. Bonneau also suggested that in future years when this presentation is made that the Authority request an RSVP so we will know prior to the meeting the expected attendance, as he felt this year's attendance was less than expected.

Replacement of HP backroom equipment for CAD system – Bonneau presented the history of the quest for proposals from Motorola as a sole source for the entire project and from the HP dealer through MiDeal for just the hardware and software portions (Microsoft SQL). He stated that the Motorola quote is complete in pricing, whereas, after numerous attempts to HP, they have not supplied a competitive quote. Therefore, Bonneau presented just the Motorola proposal for discussion, which

included a discussion of the spreadsheet he had supplied comparing the Motorola proposal costs compared to the costs of remaining status quo.

After discussion the Board felt the delta between keeping the current hardware and the cost of the new hardware was low and the benefits of the new hardware greatly outweighed the difference in price, notably since staying at status quo would still require the purchase of new hardware at some point.

Additionally, Bonneau explained that he believes we need to act on the proposal, however there are three operational issues within the proposal that have not been resolved even through several meetings between him and the PSAPs and the PSAPs and Motorola, notably the items with section 1.2 of the proposal dealing with installation and loading of the systems at the two sites, the timeline section and the section dealing with ATP processes. Bonneau feels that these three sections are causing confusion since the actual installation of this equipment with version 3.3.1 will not occur for several months and the exact requirements or process needed is not know, for certain, at this time. Bonneau and the PSAPs feel that these two sections will not be finalized until Motorola meets some initial timelines and the PSAPs understand the effect of 3.3.1 as well as the how the 3rd party interfaces will react to the new hardware configuration. He explained that if the Board delays the approval until next month the issues will still not be resolved since the ball needs to start rolling so they can monitor what will actually need to be done closer to the date and when the variables are all identified and understood. Both Karen and Matt echoed Bonneau's sentiment and both supported moving forward with the approval of the funds and working out the operational issues later on. Bonneau identified the three sections and the language that Motorola has inserted at his instruction to deal with these issues and the Board reviewed that language. Karen also stated that it was her understanding that the Executive Director ran this by Dickinson Wright and that they did not have a problem with KCDA proceeding in this manner.

Bonneau asked the Board to approve the cost of the proposal and leave these three sections to "be determined at a later date as mutually agreed by Grand Rapids, Kent County and Motorola, with approval by the Authority" so that the actual installation, timelines and ATP testing can be determined when more is known.

Resolution #20 – 051914 to approve the contract from Motorola for the replacement of HP CAD P1 servers and associated hardware, as well as upgraded versions of Microsoft SQL software at a cost of \$690,000.00 and to accept the five (5) year HP CAD P1 hardware and software maintenance provided by Motorola at an additional cost of \$245,298.00 and to leave section 1.2, the project timelines and the ATP testing to be determined by mutual

agreement of Grand Rapids, Kent County, and Motorola with approval by the Authority and to authorize the Chair of the Administrative Policy Board to sign said contract made by Herald Second by Peterson

Discussion –

There was a lengthy discussion on this issue mostly centered around how can KCDA make sure Motorola will keep the project moving forward and meet these deliverables that are not as well defined as they have been in some past projects.

The Board was comfortable with the explanations that the PSAPs felt that Motorola has been good at meeting deadlines in the past year and that they have a huge investment in making sure this project is done correctly, both in promoting P1 CAD to other purchasers as well as to regain our confidence.

Another question that had support from the other Board members was the notion of cost overruns where Motorola has indicated that the proposal is developed using a certain number of hours supplied by Motorola and hours past those hours will be billed to the Authority. The Board explained it is there understanding that Motorola is well aware of our system and its complexity and should have built into the proposal sufficient time to deal with our installation and that they should not charge us for under budgeting in their proposal items that they control.

The Board was comfortable with the explanation that the team (PSAPs and KCDA) also expect that Motorola is aware of the complexities of our system and knows and

understands the various external interfaces that the new hardware must interface with, however we do not feel that a third party vendor's problem with interfacing with new HP hardware or the new Microsoft SQL software platform would be Motorola's responsibility to repair or supply Motorola technicians to work on in this project. We feel that is clearly outside the scope of this project and that Motorola would not be compelled to solve the issue without additional compensation. The team feels what Motorola is referring to in the timeline section for cost containment on their behalf is reasonable to the implementation team. There were no further comments of substance.

Passed 10 - 0

10. SNC Report – Matt Groesser reported that the Annual State of Michigan 9-1-1 report was completed in conjunction with both PSAPs and KCDA and was filed with the State within the reporting time requirement. Bonneau stated that Matt has supplied him with an electronic version of the report which he will disseminate to the Board next month.

11. Satellite 9-1-1 Services – Bonneau reported that he had received a call from Matt Groesser about satellite telephone 9-1-1 services from Garman and that Garman wanted to know how to remit funds to Kent County. Subsequently Bonneau contacted Kirk Herring of Garman about Mobile Satellite Service (MSS) and 9-1-1 calls to Kent County. After speaking with Mr. Herring he advised that Garman has several clients in Kent County that have acquired satellite phones and have asked for the provisioning of 9-1-1 service.

Bonneau stated he had some reservations about MSS and 9-1-1 calls to Kent County PSAP specifically how they would be received, provisioned (Class of Service designation, call back number capability, service address or name, and routing schemes). Additionally Bonneau understands that satellite phones have worldwide access and while expensive to use (\$8-10 minute) they are often used in remote areas outside normal public safety response capabilities.

Bonneau was concerned about potential liability for the PSAPs if they received a 9-1-1 call from such a device without the means to respond. Additionally, he was concerned about the legal concept of accepting a fee for a service, thus establishing an expectation of service of the person providing the fee. Bonneau

referred his concerns to Jessica Wood of Dickinson – Wright who had the same concerns I had about the expectation of service when fees are remitted.

Bonneau requested additional information from Garman and learned that the satellite call routing is being handled by Intrado. After several attempts to locate the correct person at Intrado Bonneau finally talked with Todd Rafter. Bonneau said Intrado sent him a copy of the order from the FCC from a 2005 docket where the FCC requires that all MSS providers provision 9-1-1 services from those MSS devices operating within the USA.

Furthermore Bonneau advised that 9-1-1 calls from MSS devices are routed to the Intrado Call Center in Longmont, CO where their operator determines the location of the caller, the type of call and the correct PSAP to notify. He said they then call the PSAP on the ten digit number and advise them of the call and can connect the two parties.

Bonneau stated that the way Intrado is doing this MSS is essentially the same process Intrado performs with OnStar acting as a relay center. After determining this information Bonneau believes that this is not a 9-1-1 call since they do not deliver the call to the PSAP using 9-1-1 trunks.

Bonneau asked the Board to concur with his determination and he will advise Garman that they do not have to remit a 9-1-1 surcharge and we advise Kent County Finance that Garman will not remitting any funds for 9-1-1 since they do not deliver the calls on 9-1-1 trunks.

Furthermore, Bonneau has checked with Jessica Wood at Dickinson and she believes that since the call is not a 9-1-1 call and that it is being answered and processed by Intrado that the liability issue is moot.

Curtis asked the Board if anyone objected to Bonneau's determination on this issue and no one voiced an objection. Bonneau to inform Garman and Kent County of KCDA decision on MSS and 9-1-1.

12. TAC Reports – (Young and Chadwick)

- a. *Motorola CAD Phase II Discussion – Matt Groesser reported that Motorola has informed the team that version 3.3.1 of the P1 CAD system release has been delayed due to the identification of issues within the release and we now expect to load that version on the training servers in mid June of 2014. This is yet another example of why delaying the language of the implementation of the new hardware was required as this new version has not been tested on either the legacy hardware currently*

in place in both PSAPs nor fully vetted in the new hardware we just ordered. Additionally, Matt reported that both PSAPs simultaneously experienced a complete CAD failure on Saturday, May 17th the duration of which ended up being over 7 hours. The call on the failure was placed into Motorola support and it took Motorola over 45 minutes to assemble a team to address the issue. When they could not resolve why the issue occurred and could not get GR running a decision was made to perform a fail over from GR to KC which again took over 90 minutes with the initial fail over and then they had to bring up the interfaces to other 3rd party software and hardware. Motorola has not determined the cause of the failure, but GR is still off line, meaning we do not have a viable system for a fail over should another situation present itself where that is required. Motorola is performing diagnostics on the cause and effect and has told the team that they will host a conference call to explain why this occurred and what can be done to mitigate this in the future. Matt further reported that the internal CAD monitoring system that regularly sends out emails on conditions in the system of concern did not recognize any potential issues or problems prior to the failure and no email were sent to PSAP personnel to intervene before the failure occurred. His preliminary investigation is leaning to a network or firewall issue but that is pure speculation at this time.

- b. Excelis C4i Radio Project – Karen Chadwick, ENP, gave the report and told the Board that the system is now installed in both PSAPs and is operational although they continue to “tweek” the system and work out operational and performance issues. Excelis has indicated that a new release of the software will be out in the next few weeks that will address some of these operational issues, such as increasing the number of fire tones available at the console positions. She also related that the final invoices are being developed for submission for reimbursement from the FEMA grant and matching funds from KCDA.*

13. Update and Progress Report from Executive Director: (Bonneau) – No further report.

14. Miscellaneous – Curtis thanked Chief Kevin Belk, who will be retiring from the Grand Rapids PD on May 30, 2014, for his dedication not only to the citizens of Grand Rapids but to his devotion to the Authority throughout the many years he has served on the KCDA Board. The Board concurred and wished Chief Belk best wishes on his retirement and new career on the Michigan Parole Board.

Curtis also advised the Board that he is cancelling both meetings of the Authority in June as there does not seem to be any issues that need to be addressed in that month, and advised the Board that only an emergency situation that the Board would be required to address would alter those cancellations.

Upcoming Meetings (www.kent911.org)

KCDA Finance Committee Meeting

June 4, 2014 at 10 AM – CANCELLED

City of Rockford Conference Room

KCDA Executive Committee Meeting

June 9, 2014 at 10 AM - CANCELLED

City of Wyoming, Manager's Conference Room

KCDA Administrative Policy Board Meeting

June 23, 2014 at 10:00 AM - CANCELLED

City of Wyoming First Floor West Conference room

KCDA Finance Committee Meeting

July 9, 2014 at 10 AM (Due to the 4th of July Holiday)

City of Rockford Conference Room

KCDA Executive Committee Meeting

July 14, 2014 at 10 AM

City of Wyoming, Manager's Conference Room

KCDA Administrative Policy Board Meeting

July 28, 2014 at 10 AM

City of Wyoming First Floor Conference Room

Misc Income to Authority

AMR Ambulance		EMD Assignment Fee	2014	Bonneau
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Bills for Approval

Name	Purpose	Amount	Line Item	Approval
Wyoming	Fiduciary April	\$1,000.00	801.005	Bonneau
Rehmann	Audit FY2013	\$8,600	801.005	Bonneau
Kent GIS	GIS Support	\$371.56	807.000	Bonneau
PCS	April	\$6,650.63	810.000	Curtis
Motorola	Hardware Maintenance Extension June 2014	\$9,874.00	930.000	Bonneau

Status of Current and Future Project / Task

Project/Issue	Assigned	Status	ECD
FY 2013 Audit	Bonneau	Awaiting Final Report for Board Acceptance of Audit	May, 2014
State GIS NG project	Bonneau	Evaluating Cost to Correct Deficiencies	In Progress
Media Awareness Project	Bonneau	Awaiting Board Approval of New Logo Design	TBD
P1 HP Hardware Replacement	Bonneau	Working on Vendor Quotes	July, 2014
NICE Recorder Upgrade	Bonneau	Invoice Paid Awaiting PSAP Implementation	TBD
RFP / Radio Consoles	Team	GR using new consoles and KC scheduled	May 2014
Annual Report to Participants	Holt Bonneau	Scheduled for May 13 th at 4:30 PM at KCSO	May, 2014
Annual Report to the Kent County Board	Holt Bonneau	Presented April 24th	Completed
CAD to CAD interface	Young	In Progress	TBD
DECCAN interface	Young	In Progress	TBD
KCDA Strategy Meeting	Bonneau	Proposing Sept 12, 2014	TBD
Surcharge Reporting Initiative	Holt Bonneau	Report being Reviewed by Admin Policy Board	TBD
Mi SNC report	Groesser	Compiling Information	May, 2014
CAD Workstation Replacement	Bonneau	Quotes Received, Awaiting Board Approval	TBD
Call Handling Agreement Discussions	Bonneau/ Finance	Board Discussion Item	TBD