

**DATE:** Updated July 16, 2009  
**TO:** Curtis Holt, Chair, KCDA Executive Committee and KCDA Administrative Policy Committee  
**FROM:** Ralph Gould, Executive Director  
**SUBJECT:** **PROGRESS REPORT**  
**KCDA 9-1-1 Equipment RFP**  
**KCDA PSAP Selection**  
**KCDA CAD Proposal Evaluation**

**KCDA CAD Side by Side Demonstrations August 13, 2009**

### **9-1-1 EQUIPMENT RFP**

Copies of the 9-1-1 Equipment RFP as completed by Cpt. Young's TAC have been sent to Kent County IT and City of Grand Rapids IT for any comments they may have prior to release.

### **FINAL PSAP SELECTION**

As reported in the June 22, 2009 KCDA Administrative Policy Board Meeting minutes Chairperson Holt appointed Rockford City Manager Mike Young (as Chairperson), Lowell Police Chief James Hinton, and KCEMS Executive Director Senez Rodriguez to begin KCDA PSAP negotiations with the Kent County Sheriff's Department and the City of Grand Rapids.

### **CAD: SUMMARY OF SITE INSPECTIONS**

Of the five KCDA CAD Proposers, inspections of the respective reference CAD sites were found to be necessary to further review operational and capacity aspects of the three lowest bids. In ascending order of total bid prices, these are **Motorola at \$3,864,984**, **New World at \$5,072,135**, and **Intergraph at \$7,369,829**. Cpt. Young's TAC concluded that at this point site inspections to the reference CAD sites of **InterAct (\$5,322,795)** and **Tiburon (\$7,993,162)** would not have an immediate purpose.

CAD systems from any one CAD vendor evolve in the forms of different CAD revision numbers, and/or different CAD product names, and/or significant CAD differences resulting from different configurations of the same CAD product. In general the CAD functions continue to improve and produce the same or better results as software and hardware changes have occurred over time. Since no two CAD installations from the same CAD vendor are identical, our KCDA CAD RFP required that each of the Proposers' reference sites had to meet specific requirements that addressed many of the needs of the KCDA CAD system.

Since it was recognized that all CAD reference sites would have varying degrees of differences with the specific proposed CAD system from each Proposer, I had proposed to Kent County Purchasing that we invite each of the three Proposers to have a CAD technician on site to detail any and all differences. All three accepted and each agreed to our terms of engagement of technical review and discussion without sales presentations.

I furnished an advance list to each CAD Site with the specific review emphasis of each of our TAC members who were scheduled to participate in the site inspections. The administrators of each of the three CAD sites did respond with their corresponding staff to meet with us on site who specialized in their CAD administration, operation, IT, and training, of their Police, Fire, and EMS CAD services.

Our Site Inspection team and their specialty review areas were: KCEMS Executive Director Senez Rodriguez (**9-1-1 Medial call intake and dispatch**), Grand Rapids Deputy Fire Chief (now Interim Fire Chief) Laura Knapp (**Fire call intake and dispatch, Fire mobile**), TAC Chairperson Kent County Sheriff's Department Cpt. Michelle Young (**PSAP and System Administration**), Wyoming Police Lt. Kim Koster (**Police mobile**), Kent County Dispatch Supervisor Matt Groesser (**Police, Fire, and Medial First Responder call intake and dispatch**), Grand Rapids Police and Fire dispatcher and past ECO union president ECO III Dave VanHouten (**Police, Fire, and Medial First Responder call intake and dispatch**), Life Ambulance IT Director Kevin Walk (**9-1-1 Medial call intake and dispatch**), Walker Dispatch Lead ECO Carl Wood (**Police, Fire, and Medial First Responder call intake and dispatch**), Grand Rapids ECO union President Mike Krenz (**CAD Training**), Grand Rapids Geo-File specialist Marc Sonefeld (**CAD Mapping and Geo File Creation and Maintenance**) and KCDA Executive Director Ralph Gould (**System implementation and administration**),

As a result of the Site Inspections detailed below it is recommended that **Motorola** and **New World** be invited to participate in side-by-side CAD demonstrations in this area.

### **NASHVILLE, TN, Day One, MOTOROLA**

By sheer size alone the Motorola reference site at Nashville MetroSafe verified Police, Fire, and EMS call intake, dispatch, and mobile capability of the CAD system. In our final configuration, each of our KCDA PSAP's will have a call load that is greater than the current call load of Grand Rapids; by direct comparison Nashville MetroSafe has more call volume than either one of our final two Kent County Sheriff and City of Grand Rapids PSAP's will experience if the other PSAP totally fails. MetroSafe serves over 600,000 residents, with a daytime population of over 1 million.

One of the critical CAD review aspects of CAD review is the ability to track and dispatch each individual Fire apparatus: pumper engines, ladder trucks, rescue vehicles, medial units, and command units. As reviewed by Deputy Fire Chief Laura Knapp Nashville's Motorola CAD system included the most sophisticated fire apparatus dispatching of the three sites we visited. This will meet the needs Kentwood, Wyoming, and Grand Rapids Fire Departments.

The Police and Fire mobile product was reviewed by Police Lt. Kim Kooster and Deputy Fire Chief Knapp. Their newest mobile product was adequate but had not yet seen final optimization that final configuration for each CAD site is designed to achieve.

### **LOUISVILLE, KY, Day Two, INTERGRAPH**

Louisville is an evolving metro dispatch with 70 to 90 million dollars being expended for new PSAP facility in an abandoned Federal Reserve facility, an upgraded Intergraph CAD system, and 800 Mhz Motorola metro radio system for Police and Fire. Their current PSAP has 32 operating positions; their new facility will have 47. 9-1-1 call volume is over 700,000, somewhat greater than the total call volume of all PSAP's in Kent County.

Their 2006 CAD installation had some hardware related speed issues that the new installation and hardware is expected to resolve. The generally adequate CAD exhibited some functional issues with two officer Police units, and notification of previous calls to the same address.

One of the greatest configuration issues, local staff time requirements, and implementation delays of any CAD system is creation of the "Geo-Files" that CAD and mapping need to operate. In recognition of this the KCDA TAC required that proposed CAD systems use the "ESRI" type of geographical files since this type of geographical files exist for municipalities in Kent County and are regularly updated by the Geographical Information System (GIS) staff of Kent County and Grand Rapids. As reported by Louisville staff, Intergraph owns a company that actually competes with ESRI and prefers to not use ESRI for CAD Geo File origin.

### **HAMILTON COUNTY, IN, Day Three and Four, NEW WORLD**

Although there are a number of configuration differences from the system that New World bid for KCDA, the CAD system in Hamilton was more acceptable than the description of their CAD system in their KCDA CAD Proposal.

Hamilton County 9-1-1 is a joint effort of several communities outside of Indianapolis: Hamilton County; Nobelsville, Carmel, and Fishers. Services are provided to approximately 260,000 residents through two PSAP's, the larger of

which our Site Inspection team visited. The larger PSAP has seven operating positions.

Some fire apparatus level of fire dispatching was evident when examined by Deputy Fire Chief Laura Knap (now acting Fire Chief).

## **NEXT**

Side by side Motorola and New World CAD demonstrations at a location in Kent County are desired to compare the operational aspects of each. Each CAD Proposer will be in a different room in the same building. Kent County Purchasing has agreed that this is an acceptable next step. Both Motorola and New World have agreed to participate.

This will provide an opportunity for KCDA members, local administrators, 9-1-1 operators, and Police, Fire, and Medical Dispatchers to see the two systems in operation prior to final tentative selection.

**Update: On Thursday, August 13, 2009 two types of sessions with Motorola and New World will be held at the Grand Rapids Police Administration Headquarters Building, at One Monroe Centre NW, in Grand Rapids. Schedule, map, and parking arrangements will follow.**

**Multiple open format CAD sessions for KCDA members and participants, administrators, and department heads will be conducted by both Motorola and New World. The first of these are expected to start at 0830. Also throughout the day and evening hours, for 9-1-1 operators and dispatchers, Motorola and New World will conduct scripted 9-1-1 call and dispatch demonstrations using identical lists of Police, Fire, and Medical calls.**

*Ralph Gould*

Ralph Gould  
Executive Director