

DATE: August 26, 2009
TO: Kent County Dispatch Authority
FROM: Ralph H. Gould
SUBJECT: PROGRESS REPORT for the August 31, 2009 KCDA Administrative Policy Board

PUBLIC SAFETY ANSWERING (PSAP) NEGOTIATIONS

The KCDA PSAP Negotiating Team established by KCDA Chairperson and Wyoming City Manager Curtis Holt, consisting of Subcommittee Chairperson and Rockford City Manager Mike Young, Lowell Police Chief James Hinton, and KCEMS Executive Director Senez Rodriquez, is forwarding the final draft of the REQUEST FOR 9-1-1 PSAP COST REIMBURSEMENT PROPOSAL for KCDA review.

The final version of this document will be used by the Kent County Sheriff's Department and the City of Grand Rapids to identify the expenses that the final two KCDA PSAP's propose as reimbursement items from KCDA for new costs attributable to KCDA requirements. As previously reported, the KCDA PSAP Proposal Review Subcommittee of Kentwood Police Chief Richard Mattice (Subcommittee Chair), Wyoming Fire Chief Bob Austin, KCEMS Executive Director Senez Rodriquez, and Lowell Police Chief James Hinton, had reviewed and recommended acceptance of the PSAP qualifications and non-economic proposals that had been previously submitted by the Kent County Sheriff's Department and the City of Grand Rapids.

9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE)

It has been necessary for TAC to prepare the 9-1-1 CPE RFP in a void of industry detailed specifications for Next Generation 9-1-1. After additional information became available at the August 16th - 20th National APCO Conference I requested Kent County Purchasing to delay issuing the RFP they received on August 17th from TAC until appropriate revisions could be made with information made available last week. I drafted and forwarded revisions on August 18th and the RFP was issued on August 19th. The revisions include the future simultaneous mix of the different emerging 9-1-1 communications methods and the different digital information that will be included in future 9-1-1 calls. In addition to more vehicle automatic crash notifications, future information can be expected to include new forms of 9-1-1 calls with text only and no voice, voice 9-1-1 calls with still photographic images, and 9-1-1 calls with streaming video.

The 9-1-1 CPE at PSAP's in Kent County, and at most PSAP's across North America, currently are unable to process most of this information since the current local 9-1-1 equipment and network predates Next Generation 9-1-1. Eventually current PSAP 9-1-1 recording equipment will also need replacement.

CAD SELECTION PROCESS

CAD open houses and demonstrations were held August 12th and 13th by Motorola and New World for administrators, 9-1-1 operators, and dispatchers to display system differences. The 129 total class head count indicates at least 65 attended since most participants attended two sessions, one from each of these two CAD Proposers. In immediately adjacent rooms at the Grand Rapids Police Department each of these Proposers simultaneously provided eight hours of CAD Open Houses, and eight hours of CAD Demonstrations with scripted 9-1-1 calls to process in their respective CAD systems.

Copies of the written evaluations were completed by most participants and immediately forwarded to TAC Chair Cpt. Michelle Young, TAC chairperson, and later to Administrative Analyst Jennifer DeHaan. Jennifer DeHaan provided a draft summary of the evaluation numerical scores that were completed by the staff members from PSAP's in Kent County. The CAD open houses and demonstrations followed the previously reported Proposal reviews, proposal evaluations, and selected CAD site inspections.

On August 25th the Technical Advisory Committee reached a decision to recommend that KCDA begin CAD

contract negotiations with Motorola. On August 31st Cpt. Michelle Young will provide more information on TAC's action request.

ASSOCIATED PUBLIC SAFETY COMMUNICATIONS OFFICERS (APCO) NATIONAL CONFERENCE

The value of attendance at the Conference has been immediate. One element is described above with access to Next Generation 9-1-1 (NG911) information that was not previously or otherwise available.

Future KCDA projects will also benefit from other information and contacts that are the direct result of Conference attendance. These include CAD system implementation, possible future funding sources, emerging 9-1-1 PSAP trends, communications and FCC actions, and possible changes to National Fire Protection Agency (NFPA) and Insurance Services (ISO) requirements that may have an impact on 9-1-1 PSAP's in the future. It was also announced the APCO has been selected as the single Public Safety communications organization (NFPA grandfathered) that will be authorized to produce ANSI (American National Standards Institute) endorsed standards.

Over 300 public safety equipment and service entities were exhibitors at the APCO Conference.

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