

DATE: September 26, 2009
TO: Kent County Dispatch Authority
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the September 28, 2009 KCDA
Administrative Policy Board Meeting

PUBLIC SAFETY ANSWERING (PSAP) NEGOTIATIONS

Following discussions at the KCDA Executive Committee Meeting on September 14, 2009, the KCDA PSAP Negotiating Team, established by KCDA Chairperson Curtis Holt, has scheduled a meeting with representatives from the Kent County Sheriff's Department and the City of Grand Rapids for Friday, October 2, 2009. The Negotiating Team consists of Subcommittee Chairperson and Rockford City Manager Mike Young, Lowell Police Chief James Hinton, and KCEMS Executive Director Senez Rodriguez. The REQUEST FOR 9-1-1 PSAP COST REIMBURSEMENT PROPOSAL developed by the PSAP Negotiating Team will serve as a base for identification of specific reimbursable PSAP 9-1-1 expenses .

CAD SELECTION PROCESS

On September 14th the KCDA Executive Committee recommended to the KCDA KCDA Administrative Policy Board to accept the Technical Advisory Committee's recommendation to commence CAD contract negotiations with Motorola. This follows the April 30th Proposal opening for the new Computer Aided Dispatch system, TAC's Proposal Evaluation conclusions on May 21st, TAC members' CAD reference site Inspections June 28th through July 2nd, CAD demonstrations on August 12th through 13th, TAC's unanimous vote on August 24th to commence contact negotiations with Motorola, and the KCDA Administrative Policy Board's discussion on August 31st.

9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE)

Proposals from the potential proposers that attended the September 10th mandatory pre-proposal meeting are due on Wednesday, September 30, 2009.

The 9-1-1 CPE will replace current PSAP equipment that does not support enough 9-1-1 trunk lines and is not capable of most Next Generation 9-1-1 modes such as more sophisticated vehicle automatic crash notifications, 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 existing 9-1-1 equipment predates Next Generation 9-1-1.

9-1-1 RECORDING EQUIPMENT

As identified in my August 26, 2009 Progress Report and subsequent update, existing PSAP recording equipment will not be compatible with aspects of Next

Generation 9-1-1. A draft Request for Proposals will be prepared to address this need.

MICHIGAN PUBLIC SERVICE COMMISSION RULE MAKING

On Thursday, September 24th, Wyoming Police Chief James Carmody brought pending MPSC activity regarding 9-1-1 training funds to the attention of KCDA Chairperson Curtis Holt. The same day we also became aware of a comment period that ended within a day (September 25, 2009). The proposed MPSC rule making sought to change reimbursements for 9-1-1 staff training and would be detrimental to KCDA and PSAP's. Since the Michigan computer system for receiving comments was suffering from problems I contacted the State 9-1-1 Office and MPSC prior to the deadline and submitted comments on not reducing the number of 9-1-1 training sources, not reducing the type of training that is covered, and not reversing the current method of 9-1-1 training fund payment.

Billed by MPSC as an “..informal stage..” just prior to “..the formal process..”, the MPSC memo immediately cautions: **“The formal process is time restrictive and does not allow for extensive changes to the draft rules.”**

Ralph Gould
Executive Director
Kent County Dispatch Authority
r.gould@att.net
231-834-0150
616-666-2417 cell